

Crypto.Games Responsible Gaming Self-Assessment Questionnaire

1. Introduction and Purpose

In accordance with the regulatory requirements of the Curaçao Gaming Authority (CGA), Crypto.Games provides this self-assessment tool to empower players to monitor and evaluate their gambling behavior.

We operate under the principle of **Shared Responsibility**: while the platform provides a secure environment and protective mechanisms, the maintenance of gaming as a form of personal entertainment depends on your active engagement with these tools.

A safe environment is a collaborative effort; we provide the safeguards, and we require you to use them to ensure your play remains within your personal and financial means.

2. Self-Assessment Questionnaire

Please review the following questions honestly. This checklist is based on the "Warning Signs" and "Practical Rules" defined in our Responsible Gaming Policy to help identify markers of risky behavior.

- ☐ Do you find yourself needing to increase your deposit amounts or play for longer sessions to achieve the same level of excitement?
- ☐ Have you ever hidden your gambling habits, or the actual amount you spend, from your family, friends, or colleagues?
- ☐ Do you frequently use gambling as a way to escape from stress, depression, anxiety, or loneliness?
- ☐ After a losing session, do you feel an immediate and strong urge to "chase your losses" to get even?
- ☐ Have you ever borrowed money, taken out loans, or sold personal assets to fund your gameplay?
- ☐ Has your gambling caused financial difficulties or an inability to meet essential daily expenses (rent, bills, food)?
- ☐ Do you find it difficult to stop playing or walk away once you have reached a limit you previously set?
- ☐ Do you feel restless, anxious, or irritable when you are not gambling or when you attempt to cut down?
- ☐ Have you ever gambled until your last cent was gone, even if it was intended for other purposes?
- ☐ Do you feel a sense of guilt, regret, or remorse immediately following a gaming session?

- [] Have you neglected your work, education, or family responsibilities because of the time spent gaming?
- [] Do you find it difficult to be honest with yourself about the time and money you are dedicating to the platform?

3. Interpreting Your Results

Answering **"Yes"** to even one of the questions above indicates that your gambling behavior may be entering a risky phase.

If you identified with multiple warning signs, we strongly recommend activating the protective tools provided on our platform immediately. To do so, navigate to: Account > Settings > Responsible Gaming.

4. Available Protective Tools & Limits

Crypto.Games provides the following internal mechanisms to help you manage your activity. Note that these tools apply to the entire platform and prevent the opening of "workaround" accounts. Once activated, these restrictions are non-reversible for the duration of the selected period.

Tool	Description	Duration
Time-Out (Cooling-off)	Suspends account access for a short-term break. You will be locked out of the platform until the timer expires.	1 to 30 days
Self-Exclusion	A long-term block intended for serious breaks. The account cannot be reactivated under any circumstances until the period ends.	1 year, 3 years, or 5 years

Transparency Tools

As part of the Shared Responsibility mandate, players are expected to regularly audit their own activity. You can access the following data within the **Account History** tab:

- **Transaction History:** Review all individual deposit and withdrawal amounts.
- **Wagers and Losses:** Monitor your total win/loss ratio and betting volume.
- **Login History:** Review session frequency and the duration of your stay on the platform to identify patterns of excessive play.

5. Practical Rules for Healthy Gaming

To maintain your gaming as a form of entertainment, adhere to these "Golden Rules":

- **Set a spending limit** and strictly adhere to it, regardless of your wins or losses.
- **Treat gambling as an entertainment cost**, similar to a movie ticket, not as a source of income or debt relief.
- **Do not chase losses**; accept the loss as part of the entertainment cost and stop playing immediately.
- **Do not borrow money** or use funds designated for essential living costs to fund your account.
- **Take regular breaks** and never play when you are feeling stressed, depressed, or under the influence of substances.

6. External Support Resources

If you feel you are losing control, independent organizations offer confidential and professional guidance:

- **Global Gambling Guidance Group:** gx4.co
- **Gordon Moody Association:** gordonmoody.org.uk
- **Gambling Therapy:** gamblingtherapy.org
- **GamCare:** gamcare.org.uk

7. Privacy, Data Handling, and Support

In accordance with **Sections 1.7 and 1.10 of the Privacy Policy**, all "Responsible Gaming Data"—including limits, self-exclusion records, and internal notes regarding your health or well-being—is treated with the highest level of confidentiality. This sensitive information is processed exclusively to implement protective measures and comply with our legal obligations under the Curaçao Gaming Authority framework.

Contact Points for Assistance:

- **General Support:** For help setting limits or requesting immediate breaks, contact us via **Live Chat** or at **support@crypto.games**.
- **Formal RG Complaints:** If you have concerns regarding the application of self-exclusion or other protective measures, email **complaints@crypto.games**. These matters are fast-tracked for resolution, and we aim to provide a Final Determination within **5 Business Days**.

