

Responsible Gaming Policy

1. Community and Responsibility

We are committed to promoting responsible gambling and providing tools and support to help players stay in control of their play. Gambling should always be experienced as a form of entertainment, and if it stops being enjoyable, we strongly encourage taking a break and using the responsible gaming options available on our platform. As a socially responsible company, we recognise that while most customers gamble responsibly, a small percentage may experience gambling-related harm that can impact their personal, family, financial, or social wellbeing. Problem gambling may involve behaviours such as increasing preoccupation with gambling, betting more frequently or with larger amounts, restlessness or irritability when attempting to stop, chasing losses, and continuing to gamble despite negative consequences. Being socially responsible means taking proactive steps to protect our community, which is why we are fully committed to the strict application and enforcement of responsible gaming policies. Our support team is always available to assist players, provide guidance, and help direct them to appropriate tools and resources whenever concerns arise.

2. Prohibition of Underage Gambling

12BET.com strictly prohibits gambling by individuals under the age of 18, or below the lawful age in their respective jurisdiction. Our services are intended exclusively for adults who meet the applicable legal age requirements, and access by minors is not permitted under any circumstances. We are committed to protecting minors from gambling-related harm and to complying fully with all relevant laws and regulatory obligations concerning age-restricted gambling activities.

We also ensure that our advertising, sponsorship, and promotional activities are conducted responsibly and are not targeted at minors. As part of our commitment to preventing underage access and supporting a safe gambling environment, we encourage customers to take reasonable steps to prevent minors from accessing gambling services or account information. In particular, we recommend the following measures:

- Use child protection or filtering software to block access to remote gambling websites on devices that minors may use.
- Do not leave computers or devices unattended while logged into your account.
- Do not share credit card, bank account, or other payment details with minors.
- Do not enable the "Save Password" option on any 12BET.com login screen where minors may have access.
- Create separate user profiles for minors on shared devices to prevent access to personal or account information.
- If you suspect that an individual under the age of 18 (or below the lawful age in their respective jurisdiction) is registered as a customer, please contact us immediately.

Failure to comply with this policy may result in immediate account action in accordance with our terms, applicable laws, and regulatory responsibilities

3. Verification

In addition to self-declaration, 12BET.com implements age and identity verification procedures to meet regulatory requirements. Verification includes the submission and validation of a government-issued identification document (e.g., passport, national ID, or driver's license). Checks must be completed before the first withdrawal and may be required earlier based on risk assessment. Additional methods such as electronic database checks, payment verification, or selfie verification may also be used. If a player is identified as a minor at any stage, the account will be immediately suspended and closed. Deposits may be refunded in accordance with applicable laws and winnings may be forfeited. Verification records are securely stored and made available for regulatory review.

4. Responsible Gaming Information and General Information and Access

- Information about responsible gambling
- Tools to help you control your play
- Options to take a break or self-exclude
- Links to organizations offering professional gambling support

The Responsible Gaming section is accessible from the website footer, relevant pages across the site, and our Terms and Conditions, ensuring players can easily access responsible gaming information and tools at any time.

Players may contact 12BET.com regarding any Responsible Gaming concerns via email or live chat using our official customer support channels. Our support team can provide information on safer gambling tools, cooling-off, self-exclusion, and support resources.

4.1 Compulsive Gambling Information

Compulsive gambling does not benefit 12BET.com. We strive to have a safe, fun environment on our site. Compulsive gamblers are a problem for their families, friends and their lives, creating an unstable, unsafe environment.

12BET.com is committed to detecting and reducing compulsive gambling. We have a system to track customer's activities, and we are constantly working to design and enforce controls designed to limit gambling patterns that are out of control.

While most people do gamble within their means, for some, it can spiral out of control. We strive not only to identify compulsive gamblers but also help them address their problem and prevent other customers from becoming compulsive gamblers.

In order to help you keep control, we would like you to remember the following: Gambling should be viewed as a form of entertainment; players should avoid spending more than they can reasonably afford.

Gambling should not be seen as a genuine way of making money

- Avoid chasing losses
- Only gamble what you can afford to lose
- Keep track of the time and amount of money you spend gambling

12BET.com follows the guidelines of institutions dedicated to addressing the social impact of gambling. To help customers gamble responsibly, we commit to work with these institutions to develop responsible policies and practices.

4.2 Checking Your Play

You can view your gambling history directly in your account, including your bets, deposits, and withdrawals. We encourage players to regularly check their play habits and ask themselves whether gambling is still fun and affordable. Transaction History (Minimum 6 Months): Players can access a detailed record of their betting and wagering history directly within their player account, including timestamps for transactions, covering at least the last six (6) months (without prejudice to longer retention periods required under applicable laws and regulations). Where a player requests transaction history for a longer period, 12BET.com will provide the requested records within ten (10) working days, unless an extension is required due to circumstances beyond reasonable control.

12BET.com provides self-assessment tools based on widely recognised responsible gambling questionnaires and are designed to help players identify whether gambling may be becoming a concern and whether additional limits or support may be appropriate.

4.3 Setting Deposit Limits

To help you control your spending, you can set **deposit limits** on your account.

You can choose limits:

- Per day
- Per week
- Per month

If you lower your limit, it takes effect immediately.

If you request a higher limit, it will only apply after a short cooling-off period.

Once a limit is reached, you won't be able to deposit more until it resets.

4.4 Looking Out for Our Players

We actively monitor player activity to help identify signs that gambling may be getting out of control. Monitoring is carried out in a proportionate and risk-based manner, using available account information, responsible gaming indicators, and customer interactions to identify patterns that may suggest potential harm. This process is designed to support early intervention, encourage safer play, and ensure that appropriate protective measures are considered before gambling behavior escalates.

4.4.1 Flagging and Review Process

Where indicators are identified by our staff or internal monitoring processes. The review considers relevant data points (such as deposit patterns, session duration, account interactions and use of Responsible Gaming tools). Based on this review, 12BET.com applies a proportionate response, which may include providing safer gambling information, recommending tools, applying restrictions, or escalating the case for further assessment.

Some examples may include:

- Sudden or unexplained increases in depositing or wagering frequency
- Repeated failed transactions due to insufficient funds
- Reversing withdrawals (cancelling withdrawal requests repeatedly)
- Inexplicably extended play sessions or playing for long periods without breaks
- Unreasonably increased communication with customer support, including repeated requests for bonuses or promotions
- Frequent changes to Responsible Gaming tools (repeatedly setting/changing limits or repeatedly using cooling-off)

- Indications a player may be maxing out a credit card or using funds they cannot afford
- Attempts to open multiple accounts or otherwise bypass limits, exclusions or controls
- Gambling much more than usual
- Playing for long periods without breaks
- Repeatedly increasing deposits
- Emotional distress when interacting with support

If we notice concerning behavior, we may contact you through our email support.my@12csd.com (or via live chat) to:

- Check on your wellbeing
- Remind you of responsible gaming tools
- Suggest taking a break or setting limits

Our intention is always to protect players never to interfere with legitimate withdrawals.

In situations where player activity indicates a serious risk of harm, 12BET.com may take protective action, which can include placing additional restrictions on the account or applying an exclusion to safeguard the player. Any such action is taken solely in the interest of player protection and is not intended to restrict legitimate withdrawals.

4.4.2 Identification, Risk Assessment, and Recordkeeping

12BET.com maintains a structured and documented process for identifying and responding to indicators of problematic gambling behavior. We use a risk-based approach, supported by relevant account information and responsible gaming indicators, to assess the appropriate level of monitoring and intervention.

12BET.com maintains records of Responsible Gaming actions and player requests, including (where applicable) cooling-off activations, self-exclusions, limit changes, interventions and communications with the player, and any protective actions taken by the operator. These records are retained in accordance with applicable legal and regulatory retention periods and are made available to the relevant regulator upon request.

All Responsible Gaming interactions whether initiated by the player or by 12BET.com are recorded in our player account management (PAM) systems, together with the indicators of concern and any actions taken.

4.4.3 Interventions and Escalation

When a player is assessed as potentially vulnerable, 12BET.com will take appropriate action to reduce the risk of harm. This may include direct contact with the player through

email, providing information about Responsible Gaming tools and support services, recommending or facilitating cooling-off or self-exclusion, and applying protective restrictions such as mandatory limits or temporary suspension pending further assessment. Where severe or persistent indicators exist, 12BET.com may apply an operator-initiated exclusion as a protective measure.

5. Taking a Short Break (Cooling-Off)

If you feel you need a short break from gambling, you can activate a **cooling-off period** directly through your account.

You can choose from:

- 24 hours
- 7 days
- 1 month
- 3 months

During a cooling-off period:

- You cannot place bets
- You can still withdraw available funds
- You won't receive promotional messages (if you choose to opt out)

Once the cooling-off period ends, your account will automatically return to normal.

5.1 Cooling-Off Activation and Effect

Cooling-off restrictions take effect immediately once activated and are enforced according to the player's selected duration and options. During activation, 12BET.com will not question the player's decision, delay or complicate the process, or offer bonuses/promotions to encourage continued play. Where a player requests marketing opt-out, no promotional communications will be sent during the cooling-off period. Player funds remain available for withdrawal during cooling-off.

5.2 Self-Exclusion

If you feel gambling is becoming a problem, you can choose to self-exclude from 12BET.com. Self-exclusion blocks the player from all gambling activity and applies across all brands/domains operated under the operator's license. The player must be able to initiate and complete self-exclusion fully online at any time without requiring email correspondence or operator approval. Self-exclusion takes effect immediately.

Self-exclusion means:

- You will not be able to gamble
- You will not receive marketing messages
- Your account will remain blocked for the chosen period

You can choose one of the following durations:

- 1 year
- 3 years
- 5 years
- 10 years
- Permanent

Self-exclusion can be activated online at any time and cannot be undone until the chosen period ends.

5.2.1 Anti-Circumvention Controls

12BET.com maintains measures to identify and prevent, where reasonably possible, attempts by self-excluded players to create duplicate accounts or otherwise bypass restrictions.

5.2.2 Marketing and Reactivation

During self-exclusion, no direct marketing communications will be sent to the player. Self-exclusion is irreversible for the chosen duration. After the self-exclusion period ends, reactivation can only occur following a written request from the player via our official customer support channels (email or live chat). Reactivation will not be initiated by 12BET.com through marketing or promotional communications.

6. Responsible Marketing

12BET.com is committed to responsible advertising.

Our marketing will never:

- Target minors or vulnerable individuals
- Suggest gambling is a way to solve financial problems
- Portray gambling as a guaranteed income or investment
- Encourage excessive or irresponsible play
- Use emotional manipulation, or present gambling as a solution to emotional, mental, or personal problems
- Misrepresent the role of skill vs. chance or imply that outcomes in games of chance can be controlled

All advertising contains responsible gaming messages to remind players to gamble safely.

6.1 Affiliates and Third Parties

Where 12BET.com works with affiliates, representatives, sponsorship partners, ambassadors, or social media influencers, 12BET.com remains responsible for ensuring that marketing materials and messaging comply with this Responsible Gaming Policy. Contracted third parties are made aware of our Responsible Gaming requirements and must adhere to them.

7. Staff Training and Support

12BET.com ensures that relevant staff members receive responsible gaming training to help them recognise signs of gambling-related harm, respond appropriately to player concerns, and provide information about available responsible gaming tools and support services.

Training covers, at a minimum, recognising signs of gambling-related distress (including agitation, aggression, or financial difficulty), conducting sensitive and structured interactions with at-risk players, and directing players to appropriate support resources and responsible gaming tools.

8. Getting Help

If gambling is affecting your life, help is available. We encourage you to contact professional support organisations such as:

- **GambleAware** – www.begambleaware.org
- **GamCare** – www.gamcare.org.uk
- **National Council on Problem Gambling** – www.ncpgambling.org

These services offer confidential advice and support.

If you would like further information about the responsible gaming tools available on 12BET.com, you may also contact our customer support team at support.my@12csd.com.

8.1 Blocking Access to Gambling Sites

If you feel that gambling is becoming a problem, you may consider using blocking software to restrict access to gambling websites and applications on your devices. These tools can help prevent access to online gambling services and support you in maintaining control over your gambling activities.

9. Corporate Commitments

12BET.com is committed to operating with integrity, transparency, and in full compliance with applicable laws and regulatory requirements. We aim to provide a secure, fair, and reliable gaming environment, ensuring that all player interactions, financial transactions, and support services are handled in a professional and responsible manner. Our commitment extends to maintaining high standards of customer service, safeguarding player funds, and continuously improving our systems and controls to support player protection and regulatory compliance.

9.1 Accountability and Integrity

We believe that we are only as good as our customers' perception of us. Therefore, the highest level of integrity is the only standard by which 12BET.com can operate to maintain the trust and confidence of our customers.

9.2 Commitment to Customer Service

At 12BET.com, our highest priority is customer satisfaction. You can contact our Customer Support Department through various channels. Our support team is available 24 hours a day, seven days a week to provide assistance, resolve disputes, and answer your questions.