

Luckyroo N.V.
163606
Seru Loraweg 17C, Curaçao

RESPONSIBLE GAMING POLICY

2026

Approved by the Board of Directors

Date: March 2026

1. Statement of Policy

The primary goal of this policy is to establish a strong framework for identifying and managing risks related to responsible gaming, including customer behavior and product offerings. The Board of Directors (BoD) at Luckyroo N.V. holds responsibility for the approval and implementation of the policy, ensuring that it is effectively executed and monitored.

This policy is designed to provide clear guidelines, player resources, and intervention measures that help individuals manage their gambling behavior effectively. By implementing structured prevention tools, self-exclusion options, and player support initiatives, Luckyroo N.V. reinforces its commitment to safe and responsible gaming practices.

Luckyroo N.V. is a legally registered entity in Curaçao (Company Number 163606). The company is authorized under the license issued by the Curaçao Gaming Authority to offer games of chance (License Number OGL/2024/1371/0694), identified as, and adheres to the relevant licensing regulations and regional limitations set forth by the Curaçao regulatory authorities. These regulations prohibit remote gaming licensees from providing services to individuals in specific jurisdictions, including the United States, Australia, Dutch West Indies (Aruba and Bonaire), Curaçao, France, Germany, the United Kingdom, Belize, and the Netherlands. Consequently, Luckyroo N.V. focuses its operations exclusively in markets where online gambling is permitted by law and refrains from targeting customers in regions where it is not allowed.

1.1 Commitment to Player Protection

To align with industry's best practices and meet CGA regulatory requirements, Luckyroo N.V. has embedded responsible gaming principles across all aspects of its operations. Our commitment includes:

- a) Integrating responsible gaming safeguards seamlessly into our platform to encourage safe and ethical gameplay.
- b) Maintaining a robust Responsible Gaming Policy that aligns with regulatory standards and evolves with changing compliance needs.
- c) Promoting transparency by making the Responsible Gaming Policy readily accessible on the CGA Licensee Portal, where it is subject to ongoing regulatory review.
- d) Regularly evaluating and enhancing our responsible gaming measures through data-driven insights to strengthen player protection efforts.

2. Mandatory Responsible Gaming Measures

In compliance with regulations, the company integrates the following essential player protection protocols:

Strict Age Verification – Ensuring all players meet the legal gambling age requirement through robust identity authentication processes.

Accessible Responsible Gaming Information – Providing clear and visible information across all platforms, allowing players to make informed decisions.

Self-Assessment Resources – Offering evaluation tools that help individuals assess their gambling habits and identify potential risks.

Behavioral Monitoring Systems – Utilizing tracking mechanisms to detect patterns of excessive gambling or risky behaviors.

Cooling-Off & Self-Exclusion Options – Allowing players to temporarily or permanently suspend their gambling activities when needed.

Deposit Limits – Enabling players to set financial controls to better manage their gaming expenditures.

Staff Training & Awareness Programs – Educating employees, affiliates, and marketing partners on the importance of responsible gaming principles. Responsible gaming training is conducted annually and upon onboarding for all relevant employees.

Ethical Marketing Practices – Ensuring that all advertising and promotional activities comply with responsible gaming standards, avoiding targeting minors, self-excluded players, or financially vulnerable individuals.

2.1 Responsible Gaming Oversight & Internal Governance

To maintain accountability and ensure continuous compliance, a Responsible Gaming Officer (RGO) will be appointed to oversee policy enforcement. Until an RGO is formally assigned, the Compliance Officer (excluding AML/CFT responsibilities) will assume oversight of responsible gaming initiatives. Their key responsibilities include:

- a) Conducting an annual review of the Responsible Gaming Policy to evaluate effectiveness.
- b) Submitting detailed reports to the Executive Management Team, outlining key findings and proposed improvements.
- c) Updating policies and regulatory filings in accordance with Curaçao Gaming Authority guidelines.

2.2 Player Protection Measures

To create a secure and controlled gaming environment, Luckyroo N.V. enforces a range of protective policies, including:

Behavior Monitoring – Implementing technology-driven systems to detect and flag potential problem gambling behavior.

Responsible Gaming Programs – Establishing structured guidelines that promote safe and ethical gaming practices.

Regulatory Audits & Compliance Reports – Ensuring full transparency and adherence to licensing conditions, including routine reporting and policy updates.

Educational Tools & Awareness Campaigns – Providing players with relevant information, risk assessment quizzes, and self-management options.

2.3. Responsible Gaming Intervention & Escalation Procedures

To strengthen player protection measures and ensure timely intervention in cases of potentially harmful gambling behavior, the Company maintains a structured Responsible Gaming Intervention and Escalation Framework. This framework establishes clear procedures for identifying, assessing, documenting, and responding to gambling-related risks in accordance with Curaçao Gaming Authority (CGA) responsible gaming expectations.

Identification of High-Risk Gambling Behaviour

The Company utilizes automated monitoring systems and manual reviews to identify behavioral indicators that may suggest problematic or excessive gambling activity. The following non-exhaustive indicators may trigger a responsible gaming review:

- Significant increases in deposit frequency or wagering activity.
- Extended gambling sessions without meaningful breaks.
- Repeated failed deposit attempts or use of multiple payment methods.
- Frequent requests to reverse withdrawals.
- Indicators of financial distress or loss-chasing behaviour.
- Aggressive, distressed, or emotionally unstable communication with customer support staff.
- Multiple account creation attempts or attempts to circumvent responsible gaming restrictions.
- Repeated changes to deposit limits or responsible gaming settings.
- Gambling activity occurring during prolonged or unusual hours.
- Customer disclosures relating to gambling addiction, financial hardship, or mental distress.

The Company reserves the right to assess player activity using a risk-based approach and apply enhanced responsible gaming measures where necessary.

Internal Escalation Procedures

Where concerning gambling behaviour is identified, the matter is escalated internally in accordance with the severity and frequency of the observed activity.

Initial alerts generated through automated systems or staff observations are reviewed by the Responsible Gaming team or designated compliance personnel. Where appropriate, the matter is escalated to the Responsible Gaming Officer (RGO) and senior compliance management for further assessment.

Escalation measures may include:

- Enhanced account monitoring.
- Direct responsible gaming interactions with the player.
- Temporary account restrictions.
- Mandatory cooling-off recommendations.
- Deposit limit reductions.
- Suspension of marketing communications.
- Temporary or permanent account suspension.
- Operator-initiated self-exclusion where justified.

Where serious gambling-related harm is suspected, immediate protective measures may be implemented without prior notice to the player.

Customer Interaction Procedures

When intervention is deemed necessary, the Company may contact the player using appropriate communication channels, including email, live chat, or telephone communication where applicable.

Responsible gaming interactions may include:

- Providing information regarding responsible gambling tools and support services.
- Encouraging the player to consider deposit limits, cooling-off periods, or self-exclusion.
- Issuing safer gambling reminders based on observed behavior.
- Requesting additional sources of funds or affordability information where appropriate.
- Offering links to independent gambling support organizations.

All communications with players are conducted in a professional, non-confrontational, and responsible manner, with the primary objective of minimizing gambling-related harm.

Under no circumstances will employees encourage continued gambling where indicators of problem gambling have been identified.

Intervention Logging & Record Keeping

All responsible gaming alerts, assessments, customer interactions, interventions, and decisions are documented and securely retained within the Company's internal compliance systems.

Records maintained may include:

- Details of the identified behavioral indicators.
- Dates and outcomes of customer interactions.
- Actions taken by responsible gaming personnel.
- Restrictions or limitations applied to the account.
- Internal escalation notes and management approvals.
- Copies of player communications relating to responsible gaming interventions.

Responsible gaming records are retained for a minimum period required under applicable Curaçao regulatory requirements and may be made available to the Curaçao Gaming Authority upon request.

Staff Responsibilities & Training

Employees involved in customer support, compliance, payments, VIP management, and player monitoring receive responsible gaming training annually and upon onboarding to assist them in identifying and escalating potential indicators of gambling harm.

Training includes:

- Recognition of problematic gambling behaviour.
- Customer interaction procedures.
- Escalation and reporting obligations.
- Use of responsible gaming tools and controls.
- Regulatory responsibilities under Curaçao Gaming Authority requirements.

Refresher training is conducted periodically to ensure continued effectiveness and regulatory compliance.

3. Information Accessibility

Providing transparent and easily accessible responsible gaming information is a core

element of Luckyroo N.V. commitment to player protection and ethical gambling practices. Ensuring that players can make informed decisions and access responsible gaming tools when needed is central to our approach.

3.1 Integration of Responsible Gaming Information

To ensure easy access to responsible gambling resources, Luckyroo N.V. integrates key information and support tools across its website and gaming platform.

Homepage Accessibility – The Responsible Gaming Policy is prominently displayed on the homepage, ensuring that players can easily locate and review responsible gaming information.

Multilingual Availability – The policy is available in English and other relevant languages to ensure comprehension across different player demographics.

Direct Access to Player Protection Tools – Players can quickly access responsible gaming features, including:

Self-exclusion options to restrict gambling access for a set period.

- a) Cooling-off periods for temporary gaming breaks.
- b) Deposit limits to help regulate financial engagement in gaming.

Support Contact Information – Players have direct access to responsible gaming assistance via email and live chat, ensuring they can seek help when necessary.

3.2 Responsible Gaming Policy & Terms & Conditions

To further ensure regulatory compliance and player awareness, the Responsible Gaming Policy is explicitly referenced in the Terms & Conditions.

- Players are made fully aware of their responsible gaming options and tools.
- The Terms & Conditions remain easily accessible and can be navigated within a single click from the homepage.
- Players can review key responsible gambling guidelines at any time.

3.3 Regulatory Compliance & Footer Information

As part of its commitment to responsible gaming, Luckyroo N.V. ensures that the website's footer section displays critical compliance and responsible gambling statements, including:

- A clear message prohibiting underage gambling (18+ only).
- The official name and registered address of Luckyroo N.V.
- The license number issued by the Curaçao Gaming Authority.
- A statement confirming regulatory oversight under the CGA.

- A direct link to the Responsible Gaming Policy Statement for quick access.
- The CGA official digital seal, affirming the company's commitment to compliance.

3.4 Access to Support Services & Gambling Assistance

Recognizing the importance of external support services, Luckyroo N.V. provides direct links to recognized gambling addiction organizations, ensuring players who need professional assistance can access trusted support networks.

By ensuring responsible gaming tools, educational resources, and support networks are readily available, Luckyroo N.V. reinforces its commitment to responsible gambling and regulatory compliance, prioritizing player safety and ethical gaming practices.

Age Verification

Strict age verification protocols are in place to prevent underage gambling and ensure full compliance with the Curaçao Gaming Authority regulations. Players are required to confirm they are at least 18 years old before registering, depositing funds, or placing bets. If an account is found to be associated with an underage user, it is promptly restricted, and appropriate measures are taken to block further access.

To confirm a player's age and eligibility, Luckyroo N.V. implements a multi-step verification process, which includes:

1. Declaration of Legal Age – During registration, players must confirm their date of birth and declare that they are at least 18 years old.
2. Government-Issued ID Verification – Players must submit a valid passport, national identity card, or driver's license as proof of age in case KYC or AML milestones are reached by the player; however, if Luckyroo N.V. has any doubt of a player's age before the mentioned milestones are reached, ID Verification is to be requested earlier.
3. Payment Method Validation – When applicable, credit card verification or other approved payment methods may be used as an additional check.

If an account is suspected of belonging to a minor, immediate steps are taken to prevent access until verification is completed. If underage gambling is confirmed:

- a) The account is permanently closed to prevent further access.
- b) Deposited funds are refunded (except for cases involving AML restrictions).
- c) All winnings are forfeited in accordance with regulatory guidelines.
- d) A formal notice is sent to the underage individual, explaining the reason for account closure.

To further strengthen our age verification process, additional security checks may be implemented when necessary:

Secondary verification methods, such as:

- ✓ Proof of address validation via utility bills or bank statements.
- ✓ Selfie verification, requiring the player to submit a photo holding their identification document.
- ✓ Third-party database checks to cross-reference player details.
- ✓ Proactive age verification before key KYC or AML milestones, if there is any doubt regarding a player's age.
- ✓ Comprehensive record-keeping of all age verification attempts, with logs available for regulatory audits when requested.

To help prevent minors from accessing gambling websites, Luckyroo N.V. urges parents and guardians to implement proactive safeguards, such as:

Securing devices, login credentials and stored payment methods to prevent unauthorized access.

Using reliable parental control software to restrict access to gambling websites, including: Net Nanny (www.netnanny.com), GamBlock (www.gamblock.com), CyberSitter (www.cybersitter.com)

By enforcing strict age verification measures and providing resources for parental control, Luckyroo N.V. ensures that minors are protected from exposure to gambling activities, creating a safe and legally compliant gaming environment that fully aligns with Curaçao Gaming Authority regulations.

4. Temporary Long-Term Player Restrictions

At Luckyroo N.V. we offer accessible and instant cooling-off options, allowing players to temporarily step away from gambling whenever they feel it is necessary. This feature enables individuals to pause their gaming activity without unnecessary delays or obstacles, supporting responsible gambling practices. If technical modifications are required to enhance this feature, manual processing of cooling-off requests will be facilitated until an automated solution is fully operational.

A comprehensive self-exclusion program is designed to help players regain control over their gambling behavior and mitigate potential gambling-related harm. This self-exclusion feature is readily accessible, takes immediate effect upon request, and applies across all platforms and gaming services operated by Luckyroo N.V.

Cooling-Off Periods

Players have the option to activate a temporary gambling restriction for a duration of:

24 hours, 7 days, 1 month, 3 months

The cooling-off feature is prominently displayed on the platform and can be activated instantly with a single click, requiring no manual approval or email request. This restriction may be applied across specific gaming categories or all gambling activities on the platform. Cooling-off restrictions become effective immediately upon activation.

Once a player selects a cooling-off period, the following actions take effect immediately:

- a) The player is notified about the difference between a Cooling-Off period and Self-Exclusion, with an option to opt for a longer self-exclusion period if desired.
- b) The account is temporarily locked, preventing the player from engaging in any gambling activities for the chosen duration.
- c) The player has the option to disable marketing communications for the duration of the cooling-off period to avoid receiving promotional material.

Prohibition of Player Deterrence

Luckyroo N.V. strictly prohibits any attempts to discourage players from initiating a cooling-off period. The following practices are not permitted:

- Questioning a player's decision or attempting to persuade them to reconsider.
- Imposing unnecessary delays in processing the request.
- Offering bonuses or promotions to motivate ongoing gambling.

Account Reactivation & Additional Responsible Gaming Options

- At the conclusion of the cooling-off period, the player's account is automatically reactivated, allowing them to resume gaming without further action.
- If a player determines that they need longer-term restrictions, they are encouraged to explore options such as extended cooling-off period or self-exclusion programs.

Luckyroo N.V. ensures cooling-off periods are player-controlled, interference-free, and instantly applied to uphold responsible gaming and comply with Curaçao Gaming Authority regulations.

4.2 Self-Exclusion Periods

Players can activate self-exclusion directly through a clearly displayed option on the

website, where they will find:

- a) A step-by-step guide on how to self-exclude.
- b) Available self-exclusion duration options and their implications.
- c) An explanation of the benefits of self-exclusion, emphasizing its role in preventing problem gambling and maintaining responsible gaming habits.

The self-exclusion process is fully automated, eliminating the need for email requests or manual approval. The system is designed for efficiency, ensuring that players can complete the request within 15 minutes.

Once a self-exclusion request is submitted, the following restrictions are instantly applied:

- a) All gambling access is revoked, and the player's account is immediately locked.
- b) Deposits, wagers, and withdrawals are blocked for the duration of the exclusion period.
- c) All known payment methods used by the player are also blocked, preventing circumvention of restrictions.
- d) The player's information is added to the Self-Exclusion Register, where records are kept for a minimum of seven years after the exclusion period ends.
- e) Players are encouraged to extend their self-exclusion to other gambling sites, further reinforcing their commitment to responsible gaming.
- f) Measures are in place to detect and block duplicate accounts created by self-excluded individuals.

4.3 Self-Exclusion Duration Options

In line with Clause 5.4(2) of the LOK, players can choose to self-exclude for:

1 year, 3 years, 5 years, 10 years or lifetime exclusion

Once a self-exclusion request is activated, it cannot be reversed before the selected exclusion period expires.

Prohibited Actions During Self-Exclusion Requests

Luckyroo N.V. enforces a strict policy against discouraging players from self-exclusion. The following actions are not permitted:

- Questioning a player's decision or persuading them to reconsider.
- Causing unnecessary delays in processing the self-exclusion request.
- Offering bonuses, incentives, or promotions to influence the player to

continue gambling.

Players may opt to exclude themselves from specific gaming categories or apply restrictions across the entire platform depending on their needs.

Financial & Account Management During Self-Exclusion

For players opting for full self-exclusion, the following actions take effect:

- All gambling-related transactions are blocked immediately.
- The player's account is deactivated, restricting further gameplay.
- Any remaining funds (excluding those restricted due to AML policies) are refunded within two business days.
- The player's details are permanently removed from marketing and promotional databases.

For partial self-exclusion (restricting specific game types but not all), gambling and wagering are blocked only for the selected gaming verticals.

Post-Exclusion Reactivation & Account Restoration

Once the self-exclusion period ends, the player must:

1. Submit a written request confirming their intent to reactivate their account.
2. Receive a responsible gaming advisory message, reminding them of available safeguards.
3. Be encouraged to complete a self-assessment to evaluate their readiness to resume gambling.

The player's account history remains intact, and reactivation is only permitted under their original account credentials, preventing duplicate registrations.

Marketing & Contact Restrictions During Self-Exclusion

During and after self-exclusion:

Luckyroo N.V. will not send promotional materials or gambling-related incentives.

The player will not be contacted for gambling-related activities, except where legally required (e.g., account security notices).

Unlike cooling-off periods, self-exclusion requires the player to actively request reactivation once the exclusion term expires.

Regulatory Compliance & Reporting

All self-exclusion requests and interventions are documented in real time. If a self-excluded player or minor is found gambling, the following actions will be taken:

The player's account will be immediately blocked.
Deposited funds will be refunded within two business days, except for cases restricted under AML policies.
A detailed report will be submitted to the CGA within five working days, outlining the breach and corrective actions taken.

Operator-Initiated Exclusion

If a player demonstrates high-risk gambling behaviors, Luckyroo N.V. reserves the right to proactively exclude them from the platform as an intervention measure. Grounds for operator-initiated exclusion include:

Compulsive gambling patterns or signs of addiction.
Financial distress linked to excessive gambling activity.
Fraudulent or criminal activity associated with the player's account.

All operator-initiated exclusions are formally documented, with records maintained for a minimum of five years. The Curaçao Gaming Authority may request these records at any time for compliance verification.

By implementing a structured, transparent, and player-focused self-exclusion process, Luckyroo N.V. ensures strong player protection, regulatory compliance, and a safer gambling environment for all users.

5. Session Tracking

At Luckyroo N.V. we prioritize responsible gambling by promoting player awareness of gaming duration and financial engagement. We implemented special Reality Check tool – Real-Time Session Tracking to help players monitor their playtime and spending, enabling them to make informed decisions about their gambling activity. To ensure players remain aware of their gaming activity, a persistent session timer is always displayed while they are logged into their account. This allows individuals to track their active play duration and assess whether they need to take a break or set gaming limits.

By integrating Reality Check, Luckyroo N.V. ensures that players remain informed and in control of their gambling activity, reinforcing responsible gaming principles while complying with Curaçao Gaming Authority regulations.

6. Deposit Limits

The Company prioritizes responsible gambling by providing players with customizable financial limits, allowing them to manage their spending habits and gaming behavior in a controlled manner. These limits help prevent excessive gambling and align with best practices for responsible gaming.

Deposit Limit Options

Players can establish personalized financial restrictions by setting daily, weekly, or monthly deposit limits, ensuring that they stay within their preferred gambling budget.

Once the limit is reached, no further deposits can be made until the selected period resets. Stricter deposit limits can be applied at any time, and these adjustments take immediate effect to enhance player protection. Requests to increase a deposit limit are subject to a mandatory seven-day waiting period, allowing players to make well-considered financial decisions.

Exceptions & Pending Wager Considerations

In some cases, when a deposit limit or self-exclusion request is activated, ongoing wagers or active gameplay may be allowed to conclude before restrictions take full effect. These exceptions include:

Players participating in an active poker tournament when a time limit is reached. Unresolved ante-post bets on future events, where wagers remain valid until the outcome is determined.

During these scenarios, while new deposits and bets will be blocked immediately, the system will allow active bets or gameplay to conclude before fully enforcing the restriction. Commitment to Responsible Gambling & Compliance

By integrating customizable deposit limits and additional safeguards, the Company ensures that players have the necessary tools to gamble responsibly, while also maintaining full compliance with Curaçao Gaming Authority regulations.

7. Responsible Marketing

The Company is committed to ensuring that all marketing, promotional, and advertising activities align with responsible gaming principles and do not encourage excessive or reckless gambling behavior. Our advertising approach emphasizes transparency, fairness, and player protection, ensuring that misleading content or unethical marketing tactics are never used.

Additionally, all marketing efforts must exclude minors, self-excluded players, and financially vulnerable individuals. All business partners, including affiliates, influencers, and VIP representatives, are required to follow strict responsible gaming guidelines.

Responsible Advertising Standards

To maintain compliance with Curaçao Gaming Authority regulations, Luckyroo N.V. enforces strict advertising policies, which include the following restrictions:

- No deceptive or aggressive marketing tactics – All advertisements are clear, truthful, and non-coercive.
- No targeting of vulnerable individuals – Promotions are not directed at minors, self-excluded players, or individuals exhibiting problem gambling behaviors.
- No portrayal of gambling as an investment strategy – Advertising does not suggest that gambling is a means to generate income, pay off debts, or achieve financial success.
- No misrepresentation of chance-based games – Marketing does not imply that player skill can influence the outcome of games of chance.
- No emotional manipulation – Gambling is not presented as a solution to stress, depression, or personal struggles in Luckyroo N.V.'s marketing materials.
- No child-friendly content – Cartoons, animations, or other youth targeted visuals are not used in Luckyroo N.V.'s marketing materials.
- No use of celebrities or influencers with significant underage audiences – Social media personalities or entertainers with a following of minors are not used for Luckyroo N.V.'s gambling promotions.
- No explicit or suggestive content – Gambling advertisements avoid sexually provocative or inappropriate imagery.
- No association with high-risk behaviors – Luckyroo N.V.'s gambling promotions are not linked to activities such as smoking, drug use, or excessive alcohol consumption.

Bonus Promotions & Transparency

To ensure fairness and clarity, all bonus offers and promotions are communicated with full transparency:

- Bonus terms and conditions are explicitly stated and easy to understand.
- Promotions do not encourage excessive gambling or suggest that players can recover losses by continuing to wager.
- Marketing campaigns do not mislead players regarding bonus eligibility, wagering requirements, or payout conditions.

Commitment to Responsible Gaming in Advertising

To reinforce awareness of responsible gambling, Luckyroo N.V. ensures that all marketing materials include clear responsible gaming messages:

- All advertisements display responsible gambling disclaimers and direct players to support resources.
- Offline advertising complies with responsible gambling guidelines set by CGA and media platforms.
- Social media gambling advertisements must be age-restricted and clearly labeled as gambling-related content.
- Direct marketing campaigns (emails, SMS, push notifications) must

exclude self-excluded players and individuals with gaming limits.

Affiliate & Influencer Marketing Compliance

Luckyroo N.V. holds affiliates, influencers, and marketing partners accountable for adhering to responsible gaming policies. To ensure compliance:

- Affiliates must sign legally binding agreements enforcing responsible marketing guidelines.
- Regular compliance audits are conducted to prevent misleading or unethical promotions.
- Strict penalties are imposed for non-compliance with responsible gaming policies.

For social media influencers, additional requirements include:

- Strict age verification to ensure that their target audience consists of adults
- No association with minors or vulnerable individuals.
- Avoidance of sexually provocative or misleading gambling endorsements.

Sponsorship & Responsible Branding

All sponsorship and branding agreements must adhere to strict responsible gaming policies:

- Sponsorship materials must not target minors or appear on youth-related merchandise.
- Gambling-related branding must not be featured at events aimed at underage audiences.
- Responsible gambling messages must be included in all sponsorship content.

By prioritizing responsible advertising, enforcing strict compliance, and maintaining transparency, Luckyroo N.V. ensures that all marketing efforts uphold ethical gaming standards while protecting players from misleading or excessive gambling influences.

8. Key Terminology and Definitions

Games of Chance: Gambling activities based on chance or limited player skill (e.g., poker, sports betting, casino games).

LOK: National Ordinance on Games of Chance – Curaçao's main gambling law covering licensing, compliance, and responsible gaming.

Marketing, Promotion, and Advertising: Strategies and media used to promote gaming services, including digital and traditional channels.

Mandatory Requirements: Core responsible gaming obligations that all licensed operators must follow based on their market and audience.

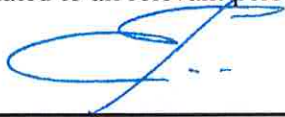
Operator: A licensed entity by the Curaçao Gaming Authority (GCA), authorized to offer games of chance.

Self-Exclusion: A voluntary player-initiated ban across all platforms under the same operator to prevent gambling participation.

Vulnerable Person: Individuals at risk of gambling harm, including minors, addicts, bankrupt individuals, or those legally barred from gambling.

Policy Review and Amendments

This policy is reviewed annually by the Board of Directors. Any amendments, driven by regulatory changes or operational requirements, are approved by the Board and disseminated to all relevant personnel.



(SMES) Solutions for Management and Employment Support N.V.
Managing Director
12.05.2026