

Appendix E

Responsible Gaming Policy

Olympus Holdings N.V.

At www.casinoempire.com and www.fireslots.bet, Olympus Holdings N.V. (“the Company”) prioritizes the well-being of its players and is committed to providing a safe, fair, and responsible gaming environment.

This Responsible Gaming Policy (“RG Policy”) outlines the Company’s commitment to promoting responsible gaming practices, preventing underage gaming, identifying potentially harmful gaming behavior, and providing players with tools to manage their gaming activity.

While gaming is intended to be an entertaining form of leisure, the Company recognizes that for some individuals gaming may become problematic. Accordingly, the Company has implemented the following safeguards and procedures.

1. Age Restriction and Age Verification

Access to the Company’s platforms is strictly prohibited to individuals under the age of 18 years.

The Company applies robust age verification procedures prior to permitting financial transactions.

Operational controls include:

- Age verification conducted during account onboarding.
- Verification checks performed before deposits and withdrawals are permitted.
- Accounts may be temporarily suspended pending completion of verification procedures.
- Deposits and withdrawals are blocked until age verification is successfully completed.

- If an account is identified as belonging to an underage individual, the account will be immediately closed and handled in accordance with internal procedures.

2. Responsible Gaming Tools

2.1 Deposit Limits

Players may set daily, weekly, or monthly deposit limits on their accounts.

Operational rules:

- Limit reductions take effect immediately.
- Limit increases are subject to a cooling-off period (typically 24 hours) before becoming active.
- Limit increases may be subject to review by the Responsible Gaming monitoring team where appropriate.

Once a deposit limit is reached, players will be unable to deposit additional funds until the relevant period resets.

2.2 Session Time Limits

Players may set session time limits to manage the duration of their gaming sessions.

Once the selected time limit is reached the player may be logged out and access restricted until the next permitted session period.

2.3 Reality Check Notifications

Reality check reminders are provided to help players monitor their activity.

Reality checks:

- Default interval: every 60 minutes

- May be customized by the player where functionality permits

Reality check messages include:

- Session duration
- Amount wagered
- Net win/loss position

3. Cooling-Off Periods

Players may temporarily suspend their gaming activity using cooling-off periods.

Available cooling-off durations include:

- 24 hours
- 7 days
- 30 days

During a cooling-off period the player cannot access gaming services.

4. Self-Exclusion

Players who wish to stop gaming for an extended period may use the self-exclusion tool.

Available self-exclusion periods range from:

- Minimum: 1 year
- Maximum: Lifetime

The following rules apply:

- Self-exclusion is irrevocable for the selected period.
- Self-exclusion cannot be reversed before expiry.
- Marketing communications are immediately stopped.
- Attempts to create duplicate accounts during the exclusion period are blocked.
- Any remaining account balance is handled in accordance with internal procedures.

5. Behavioral Monitoring and Early Intervention

The Company operates manual monitoring systems designed to identify indicators of potentially problematic gaming behavior.

Monitoring may identify:

- Increased deposit frequency
- Repeated failed deposits
- Extended gaming session duration
- Escalating bet sizes
- Patterns indicating potential loss chasing

Intervention measures may include:

- Responsible gaming notification emails
- Direct contact from support staff
- Mandatory limits
- Temporary suspension
- Recommendation of self-exclusion tools

6. Customer Interaction and Escalation

Responsible Gaming interactions are conducted by trained staff.

Key principles:

- All interactions are documented internally.
- Cases may be escalated to the Compliance Department when required.

Escalation may occur where vulnerability indicators appear or where Responsible Gaming concerns overlap with AML or financial risk concerns.

7. Vulnerable Customers

The Company takes particular care when interacting with customers who display signs of vulnerability, financial distress, or loss of control.

Examples include:

- Chasing losses
- Borrowing money to gamble
- Emotional distress expressed in messages
- Repeated requests for bonuses during financial difficulty

8. Responsible Marketing

The Company adheres to responsible marketing standards.

Marketing communications:

- Do not target self-excluded players
- Do not target underage persons
- Do not use misleading “risk-free” claims
- Clearly explain bonus terms
- Do not suggest gambling is a financial solution

9. Staff Training

All relevant employees receive annual Responsible Gaming training.

Training includes:

- Customer support teams
- VIP managers
- Payments teams
- Compliance staff

Training covers identification of problematic gambling behaviors and appropriate escalation procedures.

10. Responsible Gaming Complaints

Players may submit Responsible Gaming related complaints through customer support channels.

The process includes:

- Complaint submission
- Internal review

- Escalation to Compliance where necessary

11. External Support Organizations

Players seeking assistance may contact independent organizations such as:

- GamCare
- Gambling Therapy
- Gamblers Anonymous

12. Educational Resources

Educational resources are provided to help players understand responsible gaming practices, recognize problematic behaviors, and access support where needed.

13. Parental Controls

Parents and guardians are encouraged to use parental control software and internet filtering tools to prevent minors from accessing gambling websites.

14. Data Monitoring and Reporting

The Company monitors Responsible Gaming metrics including:

- Self-exclusion rates
- Intervention frequency
- High-risk player trends
- Player limit usage statistics

Significant trends may be reported to senior management.

15. Continuous Monitoring and Policy Review

The Responsible Gaming Policy is periodically reviewed and updated to ensure alignment with regulatory requirements and industry best practices.

Signed by:

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3/9/2026

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