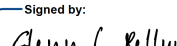


Responsible Gaming Policy

Version History

Date	Ver.	Author	Summary Changes	Approved by Management
November 2024	1.0	Compliance Officer	Policy implementation	Signed by:  562CBB825608451...
February 2025	1.1	Compliance Officer	Policy revision align with LOK	Signed by:  562CBB825608451...
March 2025	1.2	Compliance Officer	Policy revision align with Responsible	Signed by:  562CBB825608451...

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1. What is Responsible Gaming?

At Media4 Curaçao N.V. we recognize the importance of responsible gaming and are dedicated to providing a safe and enjoyable online gaming environment. This Responsible Gaming Policy outlines our commitment to promoting responsible gambling practices, protecting players, and ensuring compliance with the regulations set forth by the Gaming Control Board in Curaçao. The most important tool against the negative side effects of gaming is knowledge and education about the risks of gaming, supporting our users' self-control to ensure they do not suffer negative side effects.

2. Policy Scope

This policy applies to all players who engage with our gaming services, as well as to our employees and partners involved in gaming operations. It establishes guidelines and measures to promote responsible gaming and ensures that we support our players in maintaining control over their gambling activities.

3. Age Verification

We enforce a strict minimum age requirement of 18 years to participate in our gaming services. Players must confirm they are of legal gambling age through multiple verification methods, including:

- Valid government-issued identification (passport, national ID, driver's license);
- Date of birth confirmation;
- An "I am over 18" tick box during registration;
- Confirmation of payment method.

If a player is found to be underage, access will be denied, and any funds deposited will be returned in accordance with our policies. We maintain comprehensive records of all age verification attempts and their outcomes.

4. Self-Exclusion

Players have the option to self-exclude from gaming activities for a specified period, with options for 1 year, 3 years, 5 years, 10 years, or lifetime exclusion. This feature is easily accessible and prominently displayed in the player account settings. Once a self-exclusion request is submitted, the player's account will be suspended, and they will not receive any promotional materials or communications from us during the exclusion period. All known payment methods used by self-excluded players will be blocked.

5. Deposit Limits

Players can set daily, weekly, or monthly deposit limits to control their spending. These limits can be set during account registration or modified at any time in the account settings. Players will be notified of their current deposit limits and receive a notification of their spending

when they reach 80% of their limit to encourage responsible gaming. Requests to reduce deposit limits take effect immediately, while requests to increase limits are subject to a mandatory 7-day waiting period. Additional limits, such as loss limits and time limits, will also be available.

6. Reality Checks, Play History, and Reports

We encourage players to utilize reality check reminders, which notify them of their playtime at regular intervals (e.g., every hour). Players can customize these reminders in their account settings.

Players can access a detailed play history, which includes information on their betting activity, deposits, and withdrawals. This transparency helps players make informed decisions about their gaming behavior.

7. Information and Support

7.1. Responsible Gaming Information

Our website includes a dedicated section on responsible gaming, providing educational resources on gambling risks, signs of problem gambling, and tips for safe gambling practices. Information on the odds of various games is also provided to promote informed decision-making.

7.2. Support Resources

We offer links to professional organizations and hotlines specializing in gambling addiction, such as [BeGambleAware](#), [GamCare](#), [Responsible Gambling Council](#).

A dedicated support team is available to assist players experiencing gambling-related issues, and we encourage players to reach out for help if they feel they are losing control.

Additionally, you can also take a self-test if you may be addicted to gaming at: <https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>.

7.3. Staff Training and Awareness

All employees, particularly those in customer support and compliance roles, will undergo comprehensive training programs focusing on responsible gaming practices. Training will cover identifying signs of problem gambling, how to communicate with affected players, and the resources available for support. Staff will receive ongoing education on the latest developments in responsible gaming practices and regulations to ensure our policies remain current and effective.

To enhance our responsible gaming initiatives, we conduct regular audits of our responsible gaming measures to assess their effectiveness.

7.4. Monitoring and Intervention

We actively monitor player behavior to detect signs of problematic gambling. By analyzing deposit activity, betting patterns, session durations, and player interactions, we can identify at-risk individuals and take proactive steps to prevent gambling-related harm. This includes direct contact with players exhibiting concerning behavior, providing information on responsible gaming tools, and implementing interventions as necessary.

7.5. Procedures for Player Identification and Intervention

1. **Player Profiling and Risk Assessment:** Establish player profiles with relevant data points to assess individual risk levels.
2. **Direct Player Interaction:** When concerning behavior is identified, the Company must initiate direct contact with the player via trained responsible gaming professionals.
3. **Responsible Gaming Interventions:** Players exhibiting at-risk behavior must be informed about responsible gaming tools, including deposit limits, time-outs, and self-exclusion.

7.6. Cooling-Off Periods

Players can activate a cooling-off period of 24 hours, 7 days, 1 month, or 3 months, during which they are temporarily restricted from gambling. This option is easily accessible and can be activated with a single click, without requiring email communication or Company approval. Upon activation, the player's account will be locked, preventing any participation in gambling activities for the selected period.

Immediate Activation and Restrictions: Once a player selects the cooling-off option:

The player must be informed of the difference between a cooling-off period and self-exclusion, with the opportunity to proceed directly to self-exclusion if they choose.

The cooling-off period takes effect immediately.

The player's account is locked, preventing any participation in gambling activities for the full period selected.

The player is given the option to enhance their protection by opting out of the marketing database during their cooling-off period.

The Company must not discourage players from activating the cooling-off period by questioning their decision, offering reassurances to delay the process, or providing bonuses or promotions as incentives to continue playing.

8. Self-Exclusion

We implement a clearly defined and documented self-exclusion program that is easily accessible and ensures immediate action upon a player's request. This tool is designed to help individuals regain control over their gambling behavior and prevent further harm.

8.1. Self-Exclusion Process and Requirements:

Accessibility and Communication: The self-exclusion option is prominently displayed on the website, ensuring players can easily locate and activate it. Information about self-exclusion clearly outlines the steps required, duration options available, and the benefits of self-exclusion.

Immediate and Irreversible Action: Players can initiate and complete the self-exclusion process fully online, without requiring email communication or Company approval. The process is designed to take no more than 15 minutes to complete.

Record Keeping: We will maintain a Self-Exclusion Register for a minimum of seven years from the end of a player's exclusion period, including records of all self-excluded players and their known payment methods to prevent future use during the exclusion period.

8.2. Financial and Account Management

Upon activation of total self-exclusion from all verticals:

- All gambling-related transactions are blocked immediately.
- The player's account is deactivated, preventing further play.
- Remaining funds in the player's account must be refunded to the original payment method within two business days, subject to AML policy requirements.
- The Company must permanently remove the player's data from all marketing and promotional lists.

9. Marketing and Advertising Compliance

The Company is responsible for ensuring that all marketing, promotional, and advertising activities adhere to responsible gaming principles. Direct marketing activities (including emails, messaging, bonuses, or incentives) are prohibited during an active cooling-off or self-exclusion period.

9.1. Advertising and Marketing Guidelines

All advertising must include a clearly visible responsible gaming message or slogan.

The Company shall not engage in misleading, excessive, or irresponsible advertising, adhering to the following restrictions:

- No aggressive or misleading tactics.
- No targeting of vulnerable groups, self-excluded players, minors, or financially vulnerable individuals.
- No portrayal of gambling as an investment or solution to financial difficulties.

- No misrepresentation of skill versus chance.
- No emotional manipulation or portrayal of gambling as a means of escaping personal struggles.
- No use of child-friendly content or imagery appealing to minors.
- All promotional materials must transparently communicate terms and conditions.

10. Compliance and Regulatory Obligations

We document all responsible gaming activities and maintain records for regulatory review. The Curacao Gaming Authority may request these records at any time to ensure compliance.

If a self-excluded individual or minor is found to have accessed gambling beyond their self-exclusion choices:

- All deposited amounts must be refunded within two business days.
- The player's account will be immediately blocked to prevent further play.
- A detailed report will be submitted to the CGA within five working days, outlining how the issue occurred and what actions are being taken to prevent recurrence.

11. Contact Information

For any inquiries related to our Responsible Gaming Policy or if you need assistance, please contact our support team at info@bet4.com. Our Support will ensure that any information shared is kept confidential and will not be disclosed without Your consent.