

RESPONSIBLE GAMING POLICY
INTERSEAL B.V.
Registration number: 163945



Stanislav Andrieiev, the
MLRO & Compliance
Officer



**Jonathan Marshall Ruwel
Heymans** obo Kurason Trust
Curacao N.V., the Managing
Director

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KEY INFORMATION

Approving Official(s):	Stanislav Andrieiev, the MLRO & Compliance Officer Jonathan Marshall Ruwel Heymans obo Kurason Trust Curacao N.V., the Managing Director
Responsible Office:	Stanislav Andrieiev, the MLRO & compliance officer
Effective Date:	19.05.2025
Next Review Date:	19.05.2026

1. GENERAL PROVISIONS AND POLICY STATEMENT

- 1.1. Our Company is committed to fostering a safe, transparent, and fair gaming environment; therefore, our Company is integrated Responsible Gaming principles into our business model, ensuring that gambling remains an enjoyable form of entertainment rather than a source of harm.
- 1.2. Our Company was created for the purpose of providing Customers with fun and exciting entertainment. The Company wishes to make the gambling experience of every Customer the safest and fair. The biggest part of Customers does not experience any problems and enjoy the time they spend on the website. Actually, there is a small part of Customers lose control of themselves while gambling.
- 1.3. Our Company encourage all Players/Customers to play responsibly. For this purpose, the Company has established this Responsible Gaming Policy (hereinafter referred to as the Policy).
- 1.4. Our Policy includes:
 - 1.4.1. Integration of Responsible Gaming principles into our business model;
 - 1.4.2. Assurance that gambling remains an enjoyable form of entertainment rather than a source of harm.
 - 1.4.3. Proactive steps and processes to protect Vulnerable Persons, promote responsible gambling along with mitigation or prevention of problem gambling behaviour.
 - 1.4.4. Clear Responsible Gaming policy obligations that is easily available to the Customers.
 - 1.4.5. Provision of Responsible Gaming tools and information resources to Customers.
 - 1.4.6. Monitoring mechanisms that are in place to detect and address problematic gambling behaviour.
 - 1.4.7. Compliance with all regulatory reporting and auditing obligations.
- 1.5. Our Company is obliged to upload this Responsible Gaming policy to the CGA portal for CGA evaluation.
- 1.6. Adherence to this Responsible Gaming policy is considered a requirement under the LOK, and failure to comply will be addressed by the Curacao Gaming Authority (CGA) in accordance with its monitoring and enforcement procedures.
- 1.7. Our Company appoints our Managing Director and our MLRO to fulfil the Responsible Gaming obligations. That means that any report or recommendations about Policy enhancement is mandatory to our Company and personal. Any material changes to the Responsible Gaming policy shall be reported to the CGA.
- 1.8. This Policy shall be in use with our General AML Policy, General AML Guide, Privacy & Management of Personal Data Policy, KYC policy and any other internal regulation of our Company issued from time to time.

2. DEFINITIONS AND ABBREVIATIONS

- 2.1. **Company** – Interseal B.V., a legal entity validly registered and existing under the laws of Curacao, identification number: 163945, address: Schottegatweg Oost 10 Unit A1K 10 Unit 1-9, Bon Bini Business Center, Curacao.
- 2.2. **GCB** – Gaming Control Board of Curacao.
- 2.3. **NAF** – Netherlands Antillean guilder, the currency of Curaçao.
- 2.4. **Gambling or Gambling Game** — any online game posted on the Website that means playing a game of chance for a Prize. Game of chance includes (i) a game that involves both an element of chance and an element of skill, (ii) a game that involves an element of chance that can be eliminated by superlative skill, (iii) a game that is presented as involving an element of chance but does not include a sport.
- 2.5. **Customer** — an individual, who uses the Website and/or familiarizes himself with the provisions of the

Website, these Policy and the provisions of other documents, and intends to register on the Website to participate in Gambling (acquire a Player status).

- 2.6. **Third Parties** — any individuals and/or legal entities other than the User and/or the Player, in particular, but not exclusively: family members, spouses, friends, partners, counterparties, creditors, service providers, agents, etc.
- 2.7. **Vulnerable Persons** — refers to individuals who may be at a heightened risk of experiencing negative consequences from gambling activities. These individuals may have diminished capacity to make informed decisions or control their gambling behavior due to various factors.
- 2.8. **Website** — the official websites of the Company, on which Customer may play the Gambling Games.
- 2.9. **RG** — Responsible Gaming.
- 2.10. In this Policy singular include the plural, and the plural include singular in cases of a need for interpretation.

3. COMPULSIVE GAMBLER

- 3.1. Gambling is a harmless entertainment activity, but in exceptional cases, some Customers can suffer from or develop a gambling addiction and gambling-related disorders. Accordingly, the Company does not tend to establish and continue business relationships with Customers with such troubles.
- 3.2. There are some signs that indicate that the Customer has compulsive gambling problems. Among them are inability to stop gambling, borrowing money for gambling, changes in the character of the Customer, risking employment, family for the sake of gambling.
- 3.3. In case, the Customer realizes that he/she has experienced at least one problem listed above, the Company strongly recommends stopping all gambling activities.
- 3.4. The Company has developed an internal solid system for compulsive gamblers detection. The system indicates the Customers who face possible financial or mental health risks or who sound distressed and/or act abusively when communicating with the Support Team. All related cases are investigated by our Support Team individually, with the possible implementing of preventive or recovery measures such as self-limitation and/or self-exclusion options.

4. MANDATORY REQUIREMENTS

- 4.1. Please note, that is a general principle of our Company, that no credit can be offered to our Customers for the purpose of wagering and participating in any of the Game available on our Website.
- 4.2. Another general principle of our Company is prohibition of gambling by self-excluded individuals and minors on the Website.
- 4.3. Our marketing & advertising cannot knowingly and deliberately target Vulnerable Persons in any case. RG message is on all advertising (and it is mandatory).
- 4.4. Our Terms & Conditions are visible and clear for understanding to any person, especially for Vulnerable Persons.
- 4.5. Our Responsible gambling policy is submitted to the CGA for evaluation and check and our management team is aware of RG policy and its implementation.
- 4.6. Our Company Designate suitably qualified Responsible Gaming tasks to our MLRO within our online business.
- 4.7. Our Company prominent display of information regarding responsible gambling and gambling addiction in English, as well as the language of the target market, including information on the Website that gambling is

prohibited for minors (under 18 years old).

- 4.8. Our Company provides a prominent display of gambling treatment options in the target market, including local and/or international problem gambling support websites.
- 4.9. Our Self-exclusion option is functional and meet all requirements (offering at least 1-year Self-exclusion period to Customers). In addition, our Company provides Safer gambling tools / Deposit limits
- 4.10. Our Company implements behavior tracking and procedures for Customers identification and interventions are fully functional.
- 4.11. Our Company provides RG training of staff with Customer interaction (i.e. Customer support and VIP at a minimum and marketing).
- 4.12. Our Company provides Cooling-off option to Customers.
- 4.13. Our Company provides self-assessments to Customers.
- 4.14. RG tools are not limited and may be added as necessary based on risk profile: for example, Reality Check, time limit.

5. PROTECTION OF MINORS

- 5.1. The Website and its services may be accessed legally only by users who are at least 18 years of age (or other age applicable according to local law). The Customer has to experience all possible ways to discourage attempts by minors to register and play on the Website.
- 5.2. The Company may ask the Customer to prove his/her identity in order to confirm the age. In case the Customer is under the age of 18 (or other age applicable according to local law), the access to the Website's services must be denied.
- 5.3. The Company encourage parents to protect their children from free access to gaming websites. For the purpose of establishing parents control, special software may be installed, the Company recommends parents to check relevant websites for more information.

6. AGE VERIFICATION

- 6.1. According to Article 1.4(d) of the LOK, it is prohibited for our Company to allow a minor the opportunity to participate in Gambling Games, therefore, our Company implements rigorous age verification processes to ensure that all participants are of legal gambling age.
- 6.2. During the account registration process, we are verifying that the Customer is not a minor. This begins with self-attestation, where the Customer is required to enter their date of birth and confirm they are over 18 by selecting a designated checkbox and our Company implements additional checks to gain sufficient certainty that the individual is not a minor.
- 6.3. If at any point, notwithstanding the checks put in place, our Company becomes aware that the Customer is a minor, the account will be closed immediately. The civil law implications of this action must be considered. These may include the obligation to refund all deposits made by the Customer and the forfeiture of any winnings. Our Company will clearly communicate the reason for the account closure to the minor.
- 6.4. Proof of age document submission and checks are subject to the CGA's Know Your Customer and our internal AML policies and should at a minimum include a government-issued valid ID check (such as a passport, national ID, or driver's license) on reaching specified thresholds and in any case prior to first withdrawal.
- 6.5. Secondary verification methods such as electronic verification systems, payment validation, third party or

government database checks, selfie verification, shall be undertaken in case of need according to our Internal AML/KYC policies, but do not supersede the government-issued document requirement.

- 6.6. Our Company maintains records of all age verification processes and their outcomes. These records is available for regulatory review.

7. RESPONSIBLE GAMING SECTION

- 7.1. At all times our Company ensures that a distinct Responsible Gaming Section (the “RG Section”) is available for Customers and this section shall:
 - 7.1.1. Be clearly identifiable and accessible. Our Website has a clear and visible link to the RG Section.
 - 7.1.2. Contain easily understandable information so that Customer can make informed choices and this information display the topic about how the Customer may contact our experts regarding any Responsible Gaming concerns via email or chat.
 - 7.1.3. Include direct access to all relevant tools a Customer may use to manage their gaming behaviour including, but not limited to, self-exclusion, cooling-off period, limit setting and other Responsible Gaming measures.
 - 7.1.4. Display information about how the Customer may contact our support staff regarding any Responsible Gaming concerns via email or chat.
- 7.2. The RG Section is available in English and the language of the target market. At all times the English version takes precedence if there are discrepancies.
- 7.3. The footer of the homepage of our Website contains the following essential details:
 - 7.3.1. A clear visual indication that under-age gambling is prohibited.
 - 7.3.2. The name and registered address of the license holder.
 - 7.3.3. The official license number issued by the Curacao Gaming Authority.
 - 7.3.4. A statement confirming the regulatory oversight of the Licensee's operations by the Curacao Gaming Authority.
 - 7.3.5. A link to the RG Section.
 - 7.3.6. The CGA digital seal.
 - 7.3.7. A direct link to one or more gambling addiction support resources such as Gamcare, Gamblers Anonymous, Gambleaware. In addition to international support resources, information and links to local support sites (where available in the target market) can also be provided.

8. TRAINING AND STAFF READINESS

- 8.1. Our Company provides trainings to the customer service staff and Responsible Gaming staff to handle Customers interactions professionally and effectively. Training covers, but not exclusively:
 - 8.1.1. Recognizing signs of gambling distress (e.g., agitation, aggression, or financial desperation).
 - 8.1.2. Conducting sensitive and structured conversations with at-risk Customers.
 - 8.1.3. Directing Customers to appropriate support resources and Responsible Gaming tools.

9. SELF-ASSESSMENT

- 9.1. Our Customers are able to access a detailed record of their betting and wagering history including timestamps of transactions from their Customer account of at least the last six months, without prejudice to retention periods required by other applicable laws and regulations. Longer periods of transactions may be requested by the Customer and shall be provided within 10 working days.
- 9.2. Our Customers is encouraged to regularly assess their gaming habits to determine whether their gambling remains within healthy limits by providing self-assessment tools that allow them to answer a series of questions designed to help identify potential problem gambling behaviours. These tools empower Customers to make informed decisions about their gambling activity.
- 9.3. One commonly used test is available from Gamblers Anonymous – it is a 20-question quiz that is published on its website <https://gamblersanonymous.org/20-questions/>.
- 9.4. Alternatively, or additionally we could provide our Customers with access to scientifically recognized screening tools, which may include:
 - 9.4.1. The CAGE Questionnaire (Adapted for Gambling). Players are encouraged to answer the following questions honestly:

C – Cut Down: Have you ever felt you should cut down on your gambling?

A – Annoyed: Have people annoyed you by criticizing your gambling habits?

G – Guilty: Have you ever felt guilty about your gambling?

E – Eye-Opener: Have you ever had a morning "eye-opener" to steady your nerves or recover from gambling losses?

Interpreting the Results

- 0 Yes Answers: Low risk for gambling problems.
 - 1 Yes Answer: Moderate risk; further assessment may be needed.
 - 2 or More Yes Answers: High risk; further evaluation and intervention are strongly recommended.
- 9.5. Our Company recommends that any Customer who recognize problematic gambling behaviours through self-assessment should explore the available responsible gambling tools.

10. BEHAVIOUR TRACKING

- 10.1. Our active monitoring detects signs of problematic gambling and clear intervention strategies for high-risk Customers in order to mitigate harm. Article 1.4(e) of the LOK prohibits our Company to give a person who can reasonably be assumed to be a vulnerable person the opportunity to play games of chance.
- 10.2. By holistically analysing the Customer's relationship with our Company, we can identify at-risk individuals and take proactive steps to prevent gambling-related harm.
- 10.3. Any single/individual factor shall not necessarily, by itself, classify a Customer as a potential gambling addict. A determination of problematic gambling behaviour may require the presence of multiple indicators occurring simultaneously and consistently.
- 10.4. Behaviour tracking is typically undertaken by our frontline staff (such as customer service representatives or VIP managers) as they are in the best position to identify problematic behaviour through patterns and direct interactions. A structured process on flagging potential vulnerable gamblers may serve as a trigger for a more detailed behavioural analysis and should be included in the Responsible Gaming

- 10.5. In addition to using frontline staff, the CGA also permits our Company to use technological tools including but not limited to gaming platform features, in-game tools, artificial intelligence (AI) or machine learning (ML).
- 10.6. Our staff monitors these Key monitoring factors:
 - 10.6.1. Deposit and wagering frequency – sudden unexplained increases in wagering or gaming session patterns.
 - 10.6.2. Repeated failed transactions due to insufficient funds.
 - 10.6.3. Reversing withdrawals – Customers cancelling withdrawal requests multiple times.
 - 10.6.4. A pattern of Inexplicable extended play sessions.
 - 10.6.5. Unreasonably increased communication with customer support – including requests for bonuses reflecting signs of agitation.
 - 10.6.6. Frequent changes to Responsible Gaming tools – such as continuously setting or changing deposit or loss limits or repeatedly making use of cooling-off period.
 - 10.6.7. Players maxing out a credit card.
 - 10.6.8. Attempts to open multiple accounts to bypass deposit or loss limits.

11. PROCEDURES FOR CUSTOMERS IDENTIFICATION AND INTERVENTION

- 11.1. Our Company structures and document the process for responding to identified indicators of problem gambling. This process includes the following components:
 - 11.1.1. Player Profiling and Risk Assessment. Our Company establish and maintain Customers profiles incorporating relevant data points to assess individual risk levels. A risk-based approach is adopted to determine the appropriate level of monitoring and intervention. All Responsible Gaming interactions—whether initiated by the Customer or our Company is recorded in the Player Account Management (PAM) system, along with the indicators of concern and any actions taken.
 - 11.1.2. Responsible Gaming Interventions. Customers identified as exhibiting at-risk behaviour shall be informed of the Responsible Gaming tools available, such as deposit limits, cooling off, and self-exclusion options. Our Company follows a clear escalation protocol where appropriate, which may include: Applying mandatory deposit limits to the Customer's account / Temporarily suspending the account pending further assessment / Permanently excluding the Customer in cases of severe or persistent risk. Under no circumstances our Company may use Responsible Gaming measures as a pretext to prevent or delay legitimate Customer withdrawals.

12. COOLING OFF AND SELF-EXCLUSION

- 12.1. Our Company implements and maintains effective processes and tools that empower the Customer to manage their own gambling behaviour. Two key mechanisms must be made available to Customers at all times via the RG Section of the Website
 - 12.1.1. Cooling Off: A short-term, temporary restriction from gambling activities, which the Customer can customize.
 - 12.1.2. Self-Exclusion: A long-term, irrevocable exclusion from all gambling activities under our license.
- 12.2. Customers shall not be guided or influenced toward one option over another. No interference, bonuses, or reassurances may be provided. Customers must be clearly informed of the differences between the two options and offered the opportunity to proceed directly to self-exclusion if they self-identify as vulnerable.

- 12.3. **Cooling-off period.** Our Company offers to our Customers the option to activate a cooling-off period, during which they are temporarily restricted from gambling activity. The options regard: (I) Duration (II) Brand: (includes both the primary and any mirror domains of that brand) (III) Vertical (IV) Marketing Opt-Out. Our Customer shall select (by tick-box) their preference in each of these categories. Tick-boxes is not pre-checked. Duration options are: (I) 24 hours (II) 7 days (III) 1 month (IV) 3 months. Vertical Options are (I) ALL gambling activity (II) Restriction on individual product verticals offered by our Company (for example Casino, Fixed Odds Betting, and other P2P games). Our Company may be sub-categorised as All Games or Slots Only. The restrictions must take effect immediately and be enforced according to the Customer's selections. Please note, that our Company will not: (I) Question the Customer's decision, (II) Offer bonuses or promotions to encourage the Customer to continue playing (III) Delay or complicate the activation process. During the cooling-off period: (I) Customer funds remain accessible for withdrawal, (II) account remains active but with gambling features disabled, (III) Marketing materials will not be sent to customers during their Cooling Off period if they have opted out, and (IV) no bonuses, free play, or incentives may be offered during the cooling-off period. After cooling-off period ends: (I) Accounts must be automatically reactivated after the selected Cooling Off period expires, and (II) No further action is required by the Customer.
- 12.4. **Self-Exclusion.** Our Company offers to our Customers the option to self-exclude from all gambling activity. Duration: In accordance with LOK clause 5.4., our Company offers a long-term self-exclusion period of at least 1 year, other options may be switched by our Company, such as 3, 5, 10 years or Lifetime. Brand: All brands/domains operated under our license. Vertical: All gambling activity Marketing: Automatic opt-out. Our Costumer must select (by tick-box) their preference as to the duration of the self-exclusion period, all the other elements are automatic. With regard to the self-exclusion process(s) offered by our Company, at the very least the Customer is able to initiate and complete the self-exclusion process fully online, without requiring email communication or our approval. The restrictions will affect immediately and be enforced according to the Customer's selections. The civil law implications must be considered and may entail that any wagering that takes place following the self-exclusion request and prior to it being in effect must be voided and funds must be returned to the Customer. Please note, that our Company will not: (I) Question the Customer's decision, (II) Offer bonuses or promotions to encourage the Customer to continue playing (III) Delay or complicate the activation process. During Self – Exclusion option, Customer's Account will be closed. Our Company will use robust measures in place to identify where reasonably possible duplicate accounts exist and prevent self-excluded individuals from creating new accounts under different credentials. The civil law implications must be considered. These may include that any ante-post bets must be voided and refunded, subject to AML/CFT regulations. The Customer must complete any tournaments (for example poker tournament) that is in-running at the time of the self-exclusion. Contributions to progressive jackpots that were made by the Customer through gameplay prior to the self-exclusion request remain in-situ, but the Customer is no longer entitled to participate with the jackpot after the self-exclusion is in effect. No direct marketing or advertising can be sent to the Customer.
- 12.5. **Reactivation and Post-Cooling Off Protocol.** After the self-exclusion period ends, the Customer must request in writing (by email or chat) the unblocking of the account. The written request can be prompted at the point of the Customer attempting to log in after the exclusion period has ended or by unprompted written communication by the Customer via the official customer support channels. Reactivation cannot be instigated by our Company re-commencing communications with the Customer. Activation of a self-exclusion by a Customer is irreversible and irrevocable for the duration of the exclusion period selected. Our Company will retain records of self-excluded in accordance with the applicable retention periods. Additionally, where possible, and in line with surrounding regulations, any payment method known directly by our Company used by a self-excluded Customer shall be blocked for future use during any exclusion period to prevent circumvention of restrictions.
- 12.6. **Company Initiated Exclusion.** Our Company may exclude a Customer as a high-risk intervention measure if: (I) the Customer displays problematic gambling behaviour, (II) The Customer attempts or engages in criminal

activities through the platform. Our Company may not exclude Customers solely on the basis of the amount of their winnings. Company-initiated exclusions will be formally documented, and records must be kept for at least five years. The CGA may request these records at any time and our Company will provide these records.

13. LIMITS

- 13.1. Our Company offers to our Customers a specific tools to control their gambling activity by setting deposit limits. Customers can set these limits for daily, weekly, or monthly periods, allowing them to tailor restrictions to their individual gaming habits. Customers can set limits on the total amount they deposit over a defined period (daily, weekly, or monthly):
 - 13.1.1. Once a deposit limit is reached, the Customer will not be able to deposit additional funds until the specified period resets.
 - 13.1.2. If the option to change limits exists while a limit is already in place, any request to increase the severity of a deposit limit takes effect immediately, while requests to decrease the severity of a limit are subject to a 24-hour waiting period before implementation.
 - 13.1.3. Any resolved or unresolved wagers made prior to the deposit limit being set in place remains unaffected regardless of the limits set.
- 13.2. Exceptions to Limits and Exclusions. A limit or exclusion has the potential to affect active wagering – including, but not limited to:
 - 13.2.1. A time limit set when a Customer is active in a poker or other similar tournament.
 - 13.2.2. A limit or exclusion when a Customer has an unresolved ante-poste bet on a future event.
- 13.3. In these situations, the restrictions as outlined above must be honoured immediately with the exception of the active gameplay or wager(s). Upon completion of the active gameplay, relevant tournaments, wagers or events the restrictions apply. Prior to the event's completion, no further wagering is permitted – for example a Customer cannot enter another tournament or engage in other gameplay while the current tournament remains in progress, or a Customer may not place any wagering while an ante-post bet remains unresolved.

14. CONSUMER ADVERTISING AND MARKETING

- 14.1. Our Company will not be engaged in irresponsible advertising, that means:
 - 14.1.1. No Targeting of Vulnerable Groups – Marketing including visual content must not directly target Vulnerable People.
 - 14.1.2. No Portrayal of Gambling as an Investment – Advertising must not promote gambling as a way to achieve financial success or solve financial difficulties.
 - 14.1.3. No Misrepresentation of Skill vs. Chance – Marketing must not suggest that skill can influence the outcome of games that are purely based on chance.
 - 14.1.4. No Emotional Manipulation – Advertising must not portray gambling as a substitute for financial, emotional, or mental well-being.
 - 14.1.5. Marketing materials must not feature minors or depict them engaging with gambling content.
 - 14.1.6. No Explicit content – Adverts, messaging or any communications must not contain any overt sexual or pornographic imagery or suggestion.
 - 14.1.7. No Encouragement of Unrelated Harmful Behaviours – There must be no linkage between gambling and smoking, drug use, alcohol consumption, seduction, or enhanced attractiveness.

14.2. Bonus Conditions:

14.2.1. Bonuses and promotions must be communicated transparently with clear terms and conditions.

14.2.2. Our Company must not use bonuses to encourage excessive gambling.

14.3. Third Party Involvement:

14.3.1. Our Company is responsible for materials provided to affiliates, representatives, sponsorships, ambassadors social media influencers, including wordings and visual representations, where the influencers actions and/or statement are paid placement or advertisement.

14.3.2. Our Company takes any contracted third-party aware of their Responsible Gaming policy and require them to adhere to it.

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

15. ENHANCED RESPONSIBLE GAMBLING MEASURES

15.1. Based on higher levels of risk in its business model, our Company may decide to implement enhanced measures regarding responsible gambling. Higher levels of risk may be due to the business model being inherently high risk or because of a disproportionately high number of Customers being assessed to be at risk either due to our Company checks or the numbers of Customers choosing to exclude/cool-off.

15.2. **Internet filtering tools.** To further prevent underage gambling, Our Company is advised to remind adults that they should take precautions when sharing devices with minors - such as safeguarding usernames, passwords, and payment details. Additionally, our Company may consider links to third-party software that can help restrict access to gambling websites. While there are myriad options available globally, the following third-party tools (some paid, some free) are examples that are available for website blocking and gambling site blocking in particular: BetBlocker – betblocker.org GamBlock – gamblock.com Gamban – gamban.com.

15.3. Direct Customer Interaction. Our Company may employ automatic or manual pop-up notifications in response to concerning behaviours. These notifications must include a link for the Customer to contact a trained Responsible Gaming professional. When a Customer exhibits behaviour that reasonably suggests they may be a Vulnerable Player, our Company must initiate direct contact. This communication must advise the Customer to review the Responsible Gaming area and consider using the available tools and support services.

15.4. In line with our target Customer and/or market, other limits may be considered by our Company, including loss limits, time limits or wager limits.

15.5. **Reality Check.** Reality check measures are varied, and if used, our Company can implement these measures without compromising the user experience. However, if used they must be fit-for-purpose and measures include, but are not limited to:

15.5.1. A real-time session timer that remains visible at all times while the Customer is logged in.

15.5.2. A real-time clock in the Customers time zone.

15.5.3. Periodic pop-up reminders or prompts about session duration.

15.5.4. Customer-Activated Reality Checks.

15.6. Customers may have the option to set customized reality check alerts at specific time intervals. When triggered, it requires the Customer to confirm that they have read the message before resuming play and offers the option to end the session or continue playing. Customized Reality Checks must suspend play momentarily and require the Customer to confirm they have read the message before resuming play. Custom messages may include (I) Clearly indicate how long the Customer has been playing, and (II) Display the

Customer's winnings and losses during that period.

16. CONTACT INFORMATION

- 16.1. For any questions regarding this policy, please contact: support@pd.games or send a mail on the address: Schottegatweg Oost 10 Unit A1K 10 Unit 1-9, Bon Bini Business Center, Curaçao.

17. POLICY HISTORY

May 19, 2025	Responsible Gaming Policy update (Annual update)
December 02, 2024	Responsible Gaming Policy update (legal changes)
June 12, 2024	Responsible Gaming Policy update (legal changes)
May 24, 2024	Responsible Gaming Policy update (Annual update)
December 12, 2023	Responsible Gaming Policy update (legal changes)
June 20, 2023	Responsible Gaming Policy update (legal changes)
May 24, 2023	Initial Responsible Gaming Policy