

DMG SOLUTIONS

B.V:

Responsible Gaming Policy

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DMG Solutions B.V (The “Company”)

1. Responsible Gaming

1.1 Information and links

Our Responsibility as an Operator includes but is not limited to: (i) preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime, (ii) ensuring that gambling is conducted in a fair and open way, and (iii) protecting children and other vulnerable persons from being harmed or exploited by gambling. These licensing objectives should guide the Company and its staff in all matters relating to its remote gambling operating licence, including social responsibility, which takes a central role. The scope of this policy relates to the Company’s activities under its licence from the Curacao Gaming Board.

There shall be a link to information about problem gambling and a site which provides professional help to persons with problematic gambling behaviour. This link shall be available from all screens.

There is a link to an industry accepted and simple “self-assessment” process to determine at risk potential. There is a page on the website which compiles all controls mentioned herein and all additional information.

1.2 Filtering applications

There is access to a link or links to recognised filtering applications which enable customers to limit access to the website.

1.3 Targeted interventions based on behaviour

The Company shall monitor activity and provide information related to problem gambling assistance and counselling sites when the Company suspects the individual to be engaging in problem gambling behaviour. The behavioural patterns which shall be monitored at an absolute minimum are:

- a. A tendency for the amount wagered to increase over time;
- b. Repeated, unsuccessful efforts to cut back or stop (this might be characterised by repeated self-exclusion requests or repeated betting limit requests;
- c. Gambling on most days for long periods;
- d. Requests for credit to gamble.

1.4 Player Alerts and Controls

Customers will be able to limit their activity in accordance with the following criteria:

- a. The amount the customer may deposit using a period of time specified in the notice;
- b. The amount the customer is able to lose per gambling transaction;
- c. The amount the customer is able to lose per period of time; and
- d. The duration of a continuous session of gambling.

Customers may change or remove limits, where a notice to:

- a. Relax (increase remove) a limit shall not have effect for seven (7) calendar days from the notice to relax or remove the limit; and
- b. Tighten a limit shall take effect immediately.

1.5 Inducement to gamble

The Company shall not induce, or attempt to induce, a customer to continue to participate in a game when the customer has attempted to end a session or log-off.

The Company shall not induce, or attempt to induce, a customer to continue to gamble by the use of messages which imply the customer has lost by a small margin, is on the verge of winning or any other means.

1.6 Credit and loans

The Company will not offer or provide credit to customers, whether that credit is for the purpose of gambling or not.