

Responsible Gambling and Self-Exclusion Policy

Content

Definitions	3
Age verification	3
Responsible Gambling and Accessibility	4
Player self-assessments	4
Behaviour tracking	6
Cooling-off Periods	7
Self-exclusion	8
Deposit limits	9
Age verification	10
Training of employees	10
Consumer Advertising and Marketing	11
Rules	12

I. Definitions

1. **Micasino.com:** means the brand and all products offered 'Online' (accessed via a computer, mobile, or laptop) via www.micasino.com. Also can be referred as the "Platform", "Us", "We", "Our".
2. **Customer:** an individual who has registered for an account and engages in betting activities offered on the Micasino.com platform.
3. **Gambling Platform:** a website, app, or other platform accessible via the Internet or mobile, wireless, or similar communications technology that provides customers with access to various forms of betting activities. The platforms offer a range of betting options such as Sports, Live Betting, Virtuals, Casino, Games and Live Casino.
4. **Responsible Gambling Account Restriction:** This restriction is applied to the customer's account by Micasino.com in cases where gambling related concerns are identified, including situations where the customer does not acknowledge the issue.
5. **Self-Exclusion:** a voluntary request from a customer to be excluded from gambling for a specific period.
6. **Cooling-off:** a voluntary short break from gambling, without self-excluding from the platform.
7. **Uplift:** a voluntary request from the customer to reopen his/her account after the Self-Exclusion period has ended.
8. **Unsettled bets:** bets which are not yet settled because the outcome is yet to be determined. The bets will be classed as settled after the result of the bets are known.

II. Age verification

In line with our 'over 18s only' policy, declared in separate corporate documents, here are some steps taken to protect minors and prevent them from accessing any Micasino.com site or associated information:

- Do not leave the account logged in and unattended.
- Do not share the username, password, card details, or data that can be considered sensible with anyone.
- Do not use the “Remember Me” feature if you access Micasino.com from a shared computer, especially if shared with children.
- Untick the 'save password' option.
- Use separate computer profiles self and minors.
- Use child protection software such as Net Nanny or CYBERSitter to filter internet content.

If becoming aware of any underage user registered at Micasino.com please bring it to our attention immediately by emailing us to the information available in our platform.

III. Responsible Gambling and Accessibility

At Micasino.com we're committed to providing our customers with the very best in sports betting entertainment. Sports betting and gaming can be a fun and enjoyable experience and we work hard to make sure it stays that way. As such, we take the matter of responsible gambling very seriously and recommend our customers do the same to ensure a positive experience every time and prevent any possible issues arising before they have the chance to become a problem.

We actively monitor players' behavior to identify early signs of problem gambling. When risk indicators are detected, we follow structured procedures for assessment, intervention, and support, including the use of responsible gambling tools.

If you have any concerns or need assistance, we urge you to reach out to us directly by emailing soporte@micasino.com or using the live chat feature available on our site.

IV. Player self-assessments

If you are unsure about your gambling habits, consider the following questions:

- Have you ever missed work, school, college, or other responsibilities in order to gamble?
- Do you gamble as a way out from boredom or unhappiness?
- If you lost money gambling, how would you feel? Would it make you want to gamble more?
- Have you ever gambled money set aside for bills, rent, food, etc.?
- Do you feel any guilt over the amount of time you spend gambling?
- Has anyone ever mentioned the time you spend gambling?
- Would you consider stealing, lying, or selling to obtain gambling money?
- Do you feel out of control regarding how much you spend on gambling? Would you be upset if you had to spend it on other things or activities?
- Do you choose to gamble instead of spending time with friends or family?
- If you lose, do you feel an immediate need to win back your losses?
- Does stress make you want to gamble more?
- Is gambling making you unhappy?

If you answered yes to one or more of these questions you may have gambling issues.

We recommend, but no sponsored in anyway, visiting <https://www.gamblingtherapy.org/> and/or <https://www.gambleaware.org/>, as well as registered therapists.

You can also assess your habits using:

- Gamblers Anonymous 20 Questions Quiz: <https://gamblersanonymous.org/20-questions/>
- CAGE

Regular self-assessment is an important step in maintaining control and ensuring a safe and healthy gaming experience.

V. Behavior tracking

The Behavior Tracking Process at micasino.com constitutes a preventive mechanism designed to detect, assess, and respond to indicators of potentially problematic gambling conduct, thereby safeguarding vulnerable individuals in alignment with Article 1.4(e) of the LOK. This legal provision expressly prohibits operators from enabling participation in games of chance by persons who may reasonably be identified as vulnerable.

The approach adopted by micasino.com integrates human oversight and technological monitoring to ensure a comprehensive assessment of player behavior. Frontline personnel, such as customer service representatives and VIP managers, occupy a critical position in this framework, given their direct and continuous interaction with players. These employees are trained to recognize patterns of concern, which may range from atypical communication behavior to unusual transaction activity. Simultaneously, the enterprise employs advanced technological tools, including in-platform monitoring features, in-game analytical instruments to identify deviations from normal play patterns.

It is recognized that the determination of at-risk gambling behavior cannot rest upon a single observation, and can happen at any moment; rather, it necessitates the concurrent manifestation of multiple indicators over a sustained period. Such indicators include, but are not limited to, sudden and unexplained increases in deposit or wagering frequency, repeated failed transactions owing to insufficient funds, recurrent reversals of withdrawal requests, prolonged or excessive gaming sessions, heightened or agitated interactions with customer support, frequent and significant alterations to Responsible Gaming settings, the use of credit cards to their maximum capacity, and attempts to circumvent imposed limits through multiple account creation.

Once potential behavioral risk factors are detected, the enterprise applies a risk-based assessment methodology. Player profiles are maintained within the Player Account Management (PAM) system, incorporating financial records, gaming history, interaction logs, and prior usage of Responsible Gaming tools. This data informs a tiered risk categorization, ranging from low to high risk, which determines the degree and urgency of intervention required.

Interventions are conducted with proportionality, beginning with the provision of information regarding available Responsible Gaming mechanisms, such as deposit limits, temporary cooling-off periods, and voluntary self-exclusion. Where behavioral indicators persist or escalate, the enterprise may impose mandatory restrictions, temporarily suspend the account for further evaluation, or, in cases of severe and sustained risk, permanently exclude the player from the platform. At all times, the application of such measures must remain free from any intention to obstruct or delay the withdrawal of legitimate player funds, as this would constitute a breach of licensing obligations.

All monitoring activities, detected indicators, and interventions are comprehensively documented with supporting evidence retained for regulatory review. This process is subject to periodic evaluation to enhance its effectiveness, incorporating emerging behavioral patterns and advancements in monitoring technologies; through this integrated model, micasino.com affirms its commitment to the ethical operation of its platform and to the mitigation of gambling-related harm.

VI. Cooling-off Periods

The following Cooling off periods are available:

- 24 hours
- 7 days
- 1 month
- 3 months

During a cooling-off period, you will still be able to log in to your account and request withdrawals; however, depositing funds will be restricted, and all gambling features will be disabled. Depending on your option, during the cooling-off period you can still receive further marketing materials, electronic communications, social media, VIP loyalty program information and/or other promotions from us.

Please note that your betting account will automatically reopen after your Cooling-off period has ended. Should you wish to reopen your account before the Cooling-off period ends, please contact our Customer support team to assist you.

Cooling-off is currently processed through our Customer support team via email or live chat. However, this functionality will become fully self-managed through the website by the end of March 2026.

VII. Self-exclusion

If you feel that your gambling has become problematic, you have the ability to self-exclude yourself by contacting Customer Service and requesting a self-exclusion period be applied to your account. Self-exclusion functionality is currently processed through our Customer support team via email or live chat and will become fully self-managed through the website by the end of March 2026.

The following Self-Exclusion periods are available:

- 1 year
- 3 years
- 5 years
- 10 years
- Lifetime

Once you make a request, your account will be restricted throughout the requested period, or permanently if permanent Self-exclusion was applied, and you will not be able to log in. Any ante-post bets will be voided and refunded, subject to AML/CFT regulations.

Before you request a Self-exclusion, you must withdraw any funds you have in your betting account because it is our policy not to suspend or exclude accounts before all available funds have been withdrawn and is your responsibility as the customer to ensure the withdrawal has been made.

Any unsettled bets with Micasino.com at the time that you enter into the Self-exclusion period will be settled on the result of the event. If your bet is a winner, your winnings will be automatically credited to your account.

Once applied, self-exclusion cannot be reversed or revoked for the duration of the selected exclusion period and it will remain in effect even if a written request for reinstatement is submitted. You will also no longer receive any further marketing materials, electronic communications, social media, VIP loyalty program information and/or other promotions from us.

Please note the following:

- Upon your selected Self-exclusion period expiring, your account will not be automatically re-activated. Should you wish to reactivate your account after your exclusion period has ended, you must request it in writing by contacting the Customer support team (by email or chat).
- Self-exclusion options will only apply to our Gambling Platform. It is your responsibility to Self-Exclude from all other Gambling Platforms.

We will endeavor to apply your request as soon as practically possible. We will not consider your request as effective until it has been fully implemented and communicated to you. If, after this, you find that you can still access any of our services, it is your responsibility to inform us immediately.

VIII. Deposit limits

A self-imposed Deposit Limit feature shall be available starting from March 2026, enabling a customer to limit the amount of money he/she can deposit into his/her betting account

on a daily, weekly or monthly basis. Until then, this functionality is managed through Customer Support upon your request.

The deposit limit feature will not apply to crypto deposits.

Once a deposit limit is reached, you will not be able to deposit any additional funds until the specified period resets. Any request to increase the severity of a deposit limit will take effect immediately, while requests to decrease the severity of a deposit limit will be subject to a 24-hour waiting period before implementation.

IX. Training of employees

The operational success of micasino.com in promoting responsible gambling depends significantly on the competency and preparedness of its personnel. To this end, the enterprise mandates structured training programs for all customer service, VIP management, and Responsible Gaming staff. These programs are designed to equip employees with the necessary skills to manage player interactions in a professional, ethical, and sensitive manner.

Training modules focus on recognizing behavioral and emotional indicators of gambling distress, such as agitation, aggression, or signs of financial desperation. Staff are instructed in the application of structured, empathetic communication techniques when engaging with players who exhibit potential risk behaviors. Furthermore, training emphasizes the ability to inform players about the full spectrum of Responsible Gaming tools available, including deposit and loss limits, cooling-off periods, and voluntary self-exclusion measures.

Personnel are also trained to direct at-risk players towards appropriate support services, including recognized external helplines and counselling organizations. The curriculum is reviewed periodically to integrate regulatory changes, industry best practices, and emerging behavioral risk patterns. Staff performance is monitored through regular evaluations to ensure that the necessary competencies are maintained across all operational teams

X. Consumer Advertising and Marketing

All advertising initiatives must comply with the following principles:

1. **Protection of Vulnerable Groups.** No marketing material, whether visual or textual, may directly target individuals classified as vulnerable.
2. **Truthful Representation of Gambling.** Promotional content must not depict gambling as an investment opportunity, a means to attain financial stability, or a resolution to personal financial difficulties.
3. **Accuracy Regarding Skill and Chance.** Games of chance must not be misrepresented as activities in which player skill can alter outcomes.
4. **Avoidance of Emotional Manipulation.** Gambling must not be portrayed as a substitute for emotional fulfilment, mental well-being, or personal relationships.
5. **Minors' Protection.** Marketing communications must not feature minors or imply their participation in gambling activities.
6. **Prohibition of Explicit or Harmful Associations.** No marketing may contain sexualized imagery or promote associations between gambling and smoking, drug use, alcohol consumption, seduction, or increased attractiveness.
7. **Responsible Use of Bonuses and Promotions.** All bonus offers must be accompanied by transparent terms and conditions. Incentives must not be designed to encourage excessive or irresponsible gambling.
8. **Third-Party Involvement.** Affiliates, ambassadors, influencers, and all other third-party partners must be informed of and adhere to the Responsible Gaming policy. The operator retains responsibility for the content, accuracy, and ethical compliance of materials distributed by such parties, including paid placements and sponsorships.
9. **Responsible Gaming Messaging.** All advertising and promotional content must prominently display a responsible gaming message or slogan.

The Marketing and Compliance departments jointly review all proposed advertising materials prior to publication to verify conformity with these standards. Additionally, periodic audits are conducted to ensure continued adherence by both internal teams and third-party contractors.

Through this integrated approach, micasino.com ensures that its staff are adequately prepared to address the challenges posed by at-risk gambling behavior, while its marketing practices remain aligned with the principles of consumer protection and regulatory compliance. This dual framework strengthens the organization's ethical commitment to fostering a safe, transparent, and socially responsible gambling environment.

XI. Rules

Micasino.com operates according to a variety of rules to ensure a safe and fair online sports betting experience for everyone.

These rules represent an integral part of this policy and are always interpreted in conjunction:

- Terms and Conditions
- Betting Rules
- Privacy Policy
- You must be at least 18 years of age to register an account with Micasino.com. It is illegal to participate at Micasino.com if you are under 18 years of age
- Customers will be asked to verify that they are 18 or over by providing requested documentation.
- Account holders are responsible for the confidentiality of their account details. Once a bet has been placed it cannot be changed.

APPROVED BY COMPLIANCE OFFICER.