



Safer Gambling Policy

Internal Document

Version 1.2

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1. DOCUMENT CONTROL

Version Control

Date	Version	Version History	Author
2021-08-30	1.0	Initial Draft	JG
2023-10-16	1.1	New RG Tools	LW
2025-05-19	1.2	Updated	AW

Approved By

Designation	Name	Signature	Date
RG Manager	Andy Wheeler	<i>A Wheeler</i>	19-05-2025

2. INTRODUCTION

YAO Entertainment NV is committed to fostering a safe, fair, and responsible gaming environment. We implement robust responsible gaming measures to mitigate risks associated with problem gambling and ensure our players can enjoy gaming as an entertainment activity, not a source of harm.

This policy outlines our mandatory responsible gaming requirements, tools, and procedures, and is subject to review and approval by the CGA. The Responsible Gaming Policy is reviewed annually, and any changes are promptly reported to the CGA.

3. RESPONSIBLE GAMBLING MEASURES

YAO Entertainment NV implements the following measures:

- Age Verification: Rigorous verification to prevent underage gambling.
- Player Information Accessibility: Clear, visible access to responsible gaming information and tools.
- Player Self-Assessment: Tools to help players assess their gaming habits.
- Behaviour Tracking: Active monitoring to detect problematic gambling behaviour.
- Player-Initiated Cooling-Off and Self-Exclusion: Immediate, accessible options for temporary or permanent exclusion.
- Deposit Limits: Player-controlled limits for deposits (daily/weekly/monthly).
- Employee Training: Mandatory responsible gaming training for all customer-facing staff, affiliates, and partners.

- Responsible Marketing: Marketing and advertising compliant with responsible gaming standards and targeting only eligible audiences.

The RG Manager, is appointed to oversee implementation and effectiveness of this policy, with annual reporting to senior management.

4. RESPONSIBLE GAMBLING MEASURES

YAO proactively protect vulnerable individuals by:

- Implementing responsible gaming programs and providing educational resources.
- Monitoring for signs of problematic behaviour, such as unusual deposit or play patterns.
- Meeting all regulatory reporting and auditing obligations.

5. PLAYER INFORMATION

- Homepage: A visible, direct link to this Responsible Gaming Policy in English and any relevant target market languages.
- Responsible Gaming Tools: Direct access for self-exclusion, cooling-off, and limit-setting.
- Contact: Clear information on how to reach us regarding responsible gaming concerns.
- Terms & Conditions: Responsible Gaming Policy referenced in the T&Cs, which are always within one click from the homepage.

- Footer: Displays legal age warning, license holder name and address, CGA license number, regulatory oversight statement, digital seal, links to this policy, and gambling addiction support resources.

6. SAFER GAMBLING TOOLS

The screenshot shows how a user will access the Responsible Gambling Options from within their Account > Safer Gambling



A. DEPOSIT LIMITS

User has the ability to set their daily, weekly or monthly limits on how much they can deposit.

If the new daily limit is increased, the user needs to re-confirm the limit after a 24 hour cooldown period has surpassed.

B. REALITY CHECK

Gaming reminders are used to alert the user that they have been on the client application for a specified period of time. These intervals can be set at 15, 30, 45, or 60 minutes

C. REALITY CHECK

Gaming reminders are used to alert the user that they have been on the client application for a specified period of time. These intervals can be set at 15, 30, 45, or 60 minutes. The user is shown a popup on screen where they can view their transaction information.

D. SELF EXCLUDE

This allows a user to deactivate their account permanently. After a user has chosen to self-exclude their account they will not be able to re-register for a minimum of 1 year. Users will have the ability to exclude themselves for 1 year, 3 years, 5 years or 10 years.

Applies to all products and domains operated by YAO Entertainment NV.

7. SAFER GAMBLING

A. KYC and Age Verification

When first registering the user will need to complete an automated KYC and age verification. This includes uploading an acceptable ID i.e. Passport or Driving License to prove their age and a live selfie check to prove who they are.

B. Socially Responsible

YAO provides, Player Protection, Responsible Gambling Messaging, Financial Limits and Self-Assessment Tools to promote socially responsible gambling.

C. AML/PEP Checks

When a user registers for YAO an AML/CTF check is performed at the same time as completing the KYC. These checks are then repeated on a daily basis for all registered users. Any user that is flagged will automatically have their account suspended.

D. Behavior Tracking and Identification

Monitoring for patterns indicating risk (e.g., frequent deposits, prolonged play, use of multiple payment methods, repeated reversal of withdrawals). Technology and trained staff (including AI/ML tools) monitor and flag concerns for intervention.

Interventions:

- Risk Profiling: Continuous monitoring for at-risk behaviour, with real-time alerts.

- Direct Contact: Proactive outreach to at-risk players by trained staff, with all interactions documented.
- Interventions: May include setting deposit limits, temporary suspension, or exclusion where appropriate.
- We may exclude players for problematic gambling, suspicious behaviour, or criminal activities, with formal documentation and retention for at least five years.

E. Significant Losses

If a user has had any significant loss which is outside of the norm. YAO may automatically add a time out, restrict deposits for the user or a customer service agent may reach out to the user and verify source of funds.

F. Procedures for protection of funds

YAO will make every effort to protect customer funds by:

- Holding funds in a separate bank account
- Report information about customer funds as part of our overall quarterly regulatory returns

G. Marketing and Advertising Standards

- No direct marketing to self-excluded or cooling-off players.
- No aggressive, misleading, or irresponsible marketing.
- No targeting minors, vulnerable groups, or portraying gambling as a solution to problems.
- Compliance required from affiliates, influencers, and partners (with contractual enforcement).

H. Compliance, Documentation and Reporting

- All self-exclusion, interventions, and responsible gaming actions are documented in real time and available for CGA review.
- Any breach (e.g., self-excluded individual access) triggers refund (excluding AML-frozen funds), immediate blocking, and regulatory reporting within five days.

I. Safer Gambling Third Parties

YAO also provides links in the footer to outside organisations. These include:

- Gamcare
- Gam-Anon
- Gamble Aware