

Responsible Gaming Policy

Aquarius Entertainment N.V.

Curaçao

May 2026

Version Control Table

Approval date	Changes description	Senior manager's signature	RG Officer's signature
19.05.2026	First issue		

Annexes

Annex title	Document description
1. Responsible Gaming for Web	Outlines the processes related to responsible gaming and the describes the responsible gaming tools provided for players.

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Introduction

This Responsible Gaming Policy (**Policy**) establishes the principles, standards, and controls implemented by the Aquarius Entertainment N.V. (Company) to promote safe and responsible gambling and to minimize the risk of gambling-related harm. The Company is committed to protecting players from the potential adverse consequences of gambling, including problem gambling, underage gambling, financial harm, and other forms of gambling-related vulnerability.

This Policy forms an integral part of the Company's compliance framework and applies across all gaming operations, products, services, marketing activities, and customer interactions.

This Policy shall be approved by the resolution of the RG Officer and the Senior Management. This Policy is subject to review **at least annually**. The proposal for a review and the review of this Policy may be scheduled more often by the decision of the RG Officer or the Senior Management. The Company must also review and, where necessary, update this Policy in the case of any regulatory change or material incidents.

The definitions used in this Policy shall be interpreted in accordance with definitions provided for in this Policy, applicable legislation, as well as in accordance with definitions provided in the guidelines of the authorities and relevant international standards. In case of contradictions, definitions provided in this Policy must prevail.

Any material changes to the Policy must be reported to the CGA.

Governance

Senior Management oversees the implementation of this Policy and is responsible for:

- at least annually, review the report of the RG Officer;
- implement the appropriate and effective organizational and operational structure necessary to comply with the Policy, paying particular attention to the sufficient authority and the appropriateness of the human and technical resources.

RG Officer is responsible for implementing and enforcing the Policy and shall:

- support the Senior Management and the Customer Support in the application of the policy;
- receive and assess the escalated cases under this Policy;
- approve the exclusion of players;
- regularly report to the Senior Management on the effectiveness of the Policy and related operational procedure;
- ensuring the fulfilment of record-keeping obligations;
- perform other functions which are assigned under the applicable law, guidelines, internal policies and job description.

Customer Support primarily responsible for:

- conducting the player age verification;
- conducting the player behavior tracking;

- performing other functions which are assigned under the applicable law, guidelines, internal policies and job description.

Player Information

The Company shall make available through its platform a distinct RG section, which must be clearly identifiable, accessible and available for all players. The RG section must:

- Contain easily understandable information so that player can make informed choices.
- Include direct access to all relevant tools a player may use to manage their gaming behavior including, but not limited to, self-exclusion, cooling-off period, limit setting and other RG measures.
- Display information about how the player may contact the Company regarding any RG concerns via email or chat.
- The RG Section must be made available in English and the language of the target market. At all times the English version takes precedence if there are discrepancies.

Age Verification

Minors are prohibited from using the Company's services. For this, the Company applies the following measures to verify the player's age:

1. Requesting self-attestation during the account creation, whereas:
 - a. the player shall enter their date of birth;
 - b. and confirm they are over 18 years old by selecting a designated checkbox.
2. Collecting the minimum set of information established in the Company's AML/CFT/CFP Policy during the account creation.
3. Carrying out player's identification in accordance with the Company's AML/CFT/CFP Policy prior to the player exceeding the established limits therein (Naf 4,000 or before first withdrawal) during which the player shall provide their government issued identification document.

Upon the decision of the RG Officer, the Company may additionally apply the following secondary measures for the player's age verification:

- use of electronic verification systems;
- payment validation;
- conducting third party or government database checks;
- selfie verification (liveliness check).

Upon the identification that the player is under 18 years old, the Company shall refuse to create an account or must close the account, terminating any access to the Company's services. The reasons for account closure shall be clearly communicated to the player via email. The Company may additionally need to refund all deposits and forfeiture any winnings.

Behavior Tracking

The Company establishes and maintains player risk profiles based on the observed gambling behavior and other available player information (incl. info collected during age verification) to assess the level of risk associated with each player and determine the appropriate level of monitoring in order to identify potential indicators of gambling-related harm at an early stage. Players identified as presenting a higher risk may be subject to enhanced monitoring and earlier or stronger RG interventions, while lower-risk players are monitored through standard controls.

The Company regularly tracks the players behavior through monitoring patterns and direct communications with the players. The Company applies a risk-based approach when tracking behavior, considering patterns of behaviors rather than isolated instances or the presence of a single indicator. Behavior tracking is carried out by the Customer Support staff manually and automatically with the use of technological tools.

Vulnerable persons

The Company shall not give a person who can reasonably be assumed to be a vulnerable person the opportunity to play games of chance. The following persons shall be defined as vulnerable persons:

- under 18 years of age;
- has no, or insufficient, control over his or her gambling behavior, because of which he or she is, or threatens to become, addicted to one or more games of chance and, as a result, may cause harm to himself or herself or to other people;
- has been banned from playing any Game of Chance either by force or at his or her own request;
- has been declared bankrupt.

Risk indicators

When tracking the players behavior, the Company shall take into account at least the following key risk indicators:

- deposit and wagering frequency – sudden unexplained increases in wagering or gaming session patterns;
- repeated failed transactions due to insufficient funds;
- reversing withdrawals – players cancelling withdrawal requests multiple times;
- a pattern of inexplicable extended play sessions;
- unreasonable increased communication with customer support, including requests for bonuses reflecting signs of agitation;
- frequent changes to RG tools – such as continuously setting or changing deposit or loss limits or repeatedly making use of cooling-off period;
- players maxing out a credit card;
- attempts to open multiple accounts to bypass deposit or loss limits.

Escalation and intervention

In case the Customer Support has identified that a player exhibits at-risk behavior, it must assess the player risk and as result apply the proportionate intervention measures in accordance with the following approach:

1. **Informative measures**
 - a. The Company informs the player of the available RG tools (incl. cooling-off period, self-exclusion, deposit limits).
 - b. Application of reality-check measures.
2. **Restrictive measures**
 - a. The Company can apply limits on the player's transactions and activity, including deposit limits, loss limits, time limits or wager limits.
 - b. Temporarily suspending the account pending further assessment.
3. **Player exclusion**
 - a. Permanently excluding the player in cases of severe or persistent risk (incl. problematic gambling behavior and engagement in criminal activities). The Company must not exclude players solely on the basis of the amount of their winnings.

Any cases of exclusions of player accounts shall be confirmed by the RG Officer in written form who shall assess the proportionality of the intervention measure

The Company may include both automatic and manual pop-up notifications in response to concerning behavior, including a link for the player to contact a trained RG professional. Where the player behavior reasonably suggests that the player may be a vulnerable person, the Company must initiate direct contact, advising the player to review the RG area and consider using the available tools and support services.

Self-Assessment Tools

The Company shall provide players access to a detailed record of their betting and wagering history including timestamps of transactions from their player account of at least the last **6 months**, without prejudice to retention periods required by other applicable laws and regulations. Longer periods of transactions may be requested from the Company and must be provided within **10 working days**. In case the provision of information within this timeframe is not reasonably achievable by the Company, it shall request and extension form the CGA.

In addition to the above, the Company provides self-assessment tools and encourages players to regularly assess if their gambling habits remain within healthy limits. Such tools may include:

- tests and questionnaires designed to identify signs of problem gambling, including:
 - Gamblers Anonymous test available via <https://gamblersanonymous.org/20-questions/>;
 - GambleAware self-assessment available at <https://www.gambleaware.org/tools-and-support/gambling-harms-assessment/>;
 - CAGE questionnaire;
- information tools about gambling addiction.

Cooling-Off and Self-Exclusion

The Company must implement and maintain effective processes and tools that empower the player to manage their own gambling behavior through temporary or long-term restrictions.

Two key mechanisms must be made available to players at all times via the RG section of the website or app:

- Cooling Off: A short-term, temporary restriction from gambling activities, which the player can customize.
- Self-Exclusion: A long-term, irrevocable exclusion from all gambling activities under the Company's license.

The Company must not guide or influence the players toward one option over another. No interference, bonuses, or reassurances may be provided. The Company may also not question the player's decision or delay or complicate the activation process.

The Company must clearly inform the players of the differences between the two options and offer the opportunity to proceed directly to self-exclusion if they self-identify as vulnerable.

Cooling-Off Period application

The Company shall offer the Players the possibility to activate a pre-determined period during which time the Player is temporarily restricted from gambling activity (Cooling-Off Period). The Colling-Off Period must be activated **immediately** upon the Player sending the relevant request via the Company's platform. After the end of the cooling-off period the account shall be automatically reactivated.

The Company shall provide the player to set the following parameters:

- duration (24 h, 7 days, 1 month or 3 months);
- marketing opt-out.

The Company may, at the decision of the RG Officer, additionally enable the player to set the following parameters:

- brand (current or all);
- vertical (all gambling activity or restrictions on individual product verticals).

The player shall set their preference in each category by tick-boxing (must not be pre-checked). The Company may ask the player to confirm their elected cool-off period. The confirmation must be neutral and simple, for example: "You have chosen to self-exclude for 5 years. Please confirm."

During the cool-off period:

- player funds remain accessible for withdrawal;
- account remains active but with gambling features disabled;
- no marketing materials must be sent if the player has opted out;
- no bonuses, free play, or incentives may be offered;
- the parameters can be made more restrictive upon the player's request.

Self-Exclusion application

The Company shall offer the Players the possibility to voluntarily bar themselves from all gambling activities with the Company (Self-Exclusion). The Self-Exclusion must be activated **immediately** upon the Player sending the relevant request via the Company's platform. Activation of Self-Exclusion by a player is irreversible and irrevocable for the duration of the exclusion period selected. After the end of the cooling-off period the account shall be reactivated upon receiving a **written unblocking request** by the player – prompted request at the point of the player attempting to log in after the exclusion period has ended or unprompted written communication by the player via the official customer support channels.

The Self-Exclusion always involves all of the following parameters:

- duration (1 year, 3 years, 5 years, 10 years or lifetime)
- brand (all brands/domains operated under the Company's license);
- vertical (all gambling activity);
- marketing (automatic opt-out).

The player shall set their preference regarding the duration by tick-boxing (must not be pre-checked), all other parameters must be automatic. The Company may ask the player to confirm their elected self-exclusion period and that the player understands the consequences of this decision. The confirmation must be neutral and simple, for example: "You have chosen to self-exclude for 5 years. Please confirm."

During the self-exclusion period:

- account is closed; player can no longer log-in;
- the Company must have 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 player 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 player through gameplay prior to the self-exclusion request remain in-situ, but the player 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 player;
- where possible, and in line with surrounding regulations, any payment method known directly by the Company used by a Self-Excluded player must be blocked for future use during any exclusion period to prevent circumvention of restrictions.

Deposit Limits

The Company shall offer the players the opportunity to set daily, weekly and monthly deposit limits.

Once the player reaches their deposit limit the Company must restrict making any additional deposits within the set period. Where the payers are given the option to change limits, 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.

Any resolved or unresolved wagers made prior to the deposit limit being set in place remain unaffected regardless of the limits set.

A limit or exclusion has the potential to affect active wagering, including, but not limited to:

- A time limit set when a player is active in a poker tournament.
- A limit or exclusion when a player has an unresolved ante-poste bet on a future event.

In these situations, the restrictions as outlined above must be honored **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 player cannot enter another tournament or engage in other gameplay while the current tournament remains in progress, or a player may not place any wagering while an ante-post bet remains unresolved.

Reality Check Measures

The Company may apply reality check measures without compromising the user experience. However, if used they must be fit-for-purpose and measures include, but are not limited to:

- a real-time session timer that remains visible at all times while the player is logged in;
- a real-time clock in the players time zone;
- periodic pop-up reminders or prompts about session duration;
- custom player-activated reality checks.

The Company enables players to set customized reality checks at specific time intervals. When triggered, it must suspend play momentarily and require the player to confirm that they have read the message before resuming play, offering the option to end the session or continue playing.

Custom messages may include:

- clear indication how long the player has been playing;
- display the player's winnings and losses during that period.

Training

The Company trains its customer service and RG staff to handle player interactions professionally and effectively. The training shall be conducted by the RG Officer on a regular basis at the periodicity set by the RG Officer.

Training should cover, at least:

- recognizing signs of gambling distress (e.g., agitation, aggression, or financial desperation);
- conducting sensitive and structured conversations with at-risk players;
- directing players to appropriate support resources and RG tools.

Advertising Policy

The Company is prohibited from engaging on irresponsible advertising, including:

- no targeting of vulnerable groups;
- no portrayal of gambling as an investment;
- no misrepresentation of skill vs chance;
- no emotional manipulation;
- marketing materials must not feature minors or depict them engaging with gambling content;
- no explicit content;
- no encouragement of unrelated harmful behaviors;
- bonuses and promotions must be communicated transparently;
- the Company must not use bonuses to encourage excessive gambling;

All advertising must include a clearly visible RG message or slogan.

The Company is responsible for materials provided to affiliates, representatives, sponsorships, ambassadors, social media influencers (incl. wordings and visual representations, where the influencers actions and/or statement are paid placement or advertisement). When contracting third-parties, the Company shall make such third parties aware of this Policy.

Record Keeping

The Company shall record all interactions related to RG in a privileged access management (PAM) system.

The Company must maintain records of all age verification processes and their outcomes. These records must be made available for regulatory review.

The Company must retain records of self-excluded person in accordance with the applicable retention periods.

Company-initiated exclusions must be formally documented, and records must be kept for **at least 5 years**. The CGA may request these records at any time.

Reporting Obligations

The RG Officer shall, **at least once every twelve 12 months**, provide a report to the Company's Senior Management on the effectiveness of the Policy and related operational procedures. The report shall additionally provide recommendations to any proposed operational or policy enhancements.

Gambling with responsibility

Last updated: 19/05/2026

Please read this information carefully for your own benefit.

client.9mbet.casino is operated by Aquarius Entertainment N.V. having its office at Abraham de Veerstraat 9 Willemstad, Curacao. Company Registration number 161153.

Interpretation and Definitions

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of these Terms and Conditions:

- **Account** means a unique account created for You to access our Service or parts of our Service.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Curacao Co
- **Service** refers to the Website.
- **Website** refers to client.9mbet.casino
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Responsible Gambling

Gambling means for the majority of our players, entertainment, fun and excitement. But we also know that for some of our players gambling has negative side effects. In the medical science is pathologic gambling since many years as serious sickness recognised.

Since our first day we think about this problematic and try out best to help. Under "Responsible Gambling" We understand multiple steps of measures, with which a gambling provider can help to lower the possibility of negative side effects appearing. In case they already appear we also try to take active steps against them.

The most important instrument against negative side effects from gambling are knowledge and education about the risks of gambling too support our players' selfcontrol in order to make sure they do not suffer from negative side effects.

Information and contact

Our Support will help you via email at all time without any additional costs for you:

- email: Info@aquariusnv.com

Our Support will of course not give out any information about You without Your consent to anyone else.

We record all interactions related to responsible gaming in Our privileged access management (PAM) system.

Helpful hints for responsible gambling at client.9mbet.casino

We recommend you think about the following hints, before gambling in order to insure gambling stays fun for You and without any negative side effects:

- Set yourself a deposit limit
Before you start to gambling think about how much you can afford to gamble with according to Your financial situation. Play with amounts which are for fun and for Your entertainment.
- Do not try to win back a loss at every cost
Try to not take to huge risks to win back what You lost before at any cost. Play for Entertainment and not to earn money.
- Set yourself a time limit
Set yourself a time limit and do not break it. Keep in mind gambling should stay in balance with your other hobbies and not be Your only hobby.
- Play smart:
It is smarter to not play, when You are extremely stressed, depressed or under to much pressure. Also do not play when you are under the influence of Medications, Drugs or Alcohol.
- Take breaks:
You should take breaks when You notice, that You get tired or can't concentrate anymore.
- Only one account:
To make it easier to have an overview how much time and money You spend on gambling it is highly advised to not create more than one Account per Person.

Minor Protection

To use our Service, You have to be 18 years or older. To avoid abuse, keep Your login data save from any minors near You.

Principally we recommend a filter program to avoid minors, especially children, to access any context on the internet, which is not healthy for them.

For parents we can recommend a list of internet filters, to support them, from keeping their children from any context, which was not made for them: <https://famisafe.wondershare.com/internet-filter/best-internet-filters.html>

Responsible Gaming Tools

We provide several Responsible Gaming tools to help You manage and maintaing control over Your gambling activity. These tools include cooling-off periods, self-exclusion, deposit limits and reality checks.

A cooling-off period is intended for short-term breaks and temporary restrictios on gambling activity while keeping Your account accessible. Self-exclusion is a long-term measure which blocks access to gambling across all products and brands. If You are at risk of developing or and currently having a gambling problem, We suggest You to select the self-exclusion option.

Self-Exclusion

In case You are diagnosed with a gambling addiction or try to stay away from gambling for a different reason, we want to assist you to stay away from anything, that does nothing good for you. "Self-Exclusion" means, that You exclude yourself, out of Your own choice, from all gambling services. This exclusion cannot be undone for a set amount of time. If you wish to self-exclude yourself from

gambling, please send the relevant request via Our platform specifying time span between 1 to 5 years.

Please keep in mind that Self Exclusion is permanent for the set time span and will not be undone for your own protection.

During Self Exclusion you are not allowed to create a new Account and every attempt to create a new Account during Self Exclusion is a violation of our Terms of Service and may result in the permanent ban of your original account.

Cooling-Off Period

Cooling-Off is intended to help You manage Your play and regain control if You feel you need a temporary pause from gambling. During this period, access to gambling activities will be temporarily restricted in accordance with the parameters set by You, while Your account remains accessible for non-gaming purposes. Once the selected period expires, access to gambling services will be automatically restored. If You wish to activate the Cooling-Off period please send the relevant request via Our platform specifying time span between 24 hours to 3 months and other relevant parameters.

Deposit Limits

You can apply deposit limits on the total amount of deposits within a day, week or month. Once the limit is 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.

Reality Checks

You can set customized reality check alerts at specific time intervals. When triggered, it requires You to confirm that You have read the message before resuming play, offering the option to end the session or continue playing.

Custom messages may include:

- Clear indication how long You have been playing.
- Display the winnings and losses during that period.

Self-Assessment

We promote player awareness and self-control by providing transparent access to Your gambling and transaction history and practical tools for self-evaluation. We encourage You to regularly assess Your gambling habits to recognize early warning signs of harm, and make informed decisions about Your activity.

Available gambling and transaction history includes timestamps of transactions you're your player account of at least the last 6 months. Upon request, the Company provides available extended historical gambling and transactional data within 10 working days. This period may be extended if not reasonable achievable.

If You recognize any signs of problematic gambling through the self-assessment tools You should explore the available Responsible Gaming tools.

Self-Assessment Tools

In addition you also can take a self-test, if You are already gambling addicted at:

<https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>

And you can also find additional information about gambling addictions at:

<https://www.begambleaware.org/safer-gambling/>