

Lone Rock Holdings N. V.

Responsible Gaming Policy

Version Control

Date	Version	Change	Requestor	Sign Off
12/03/2025	v.2	Integrated changes according to LOK	Jasna Stojanova	Nenad S

CONTENTS

1. Introduction	3
2. Age Verification and Minor Protection	3
3. Self-assessment.....	4
5. Proactive Measures & Responsible Gaming Tools	5
5.1 Cooling off	7
5.2 Self-exclusion.....	8
5.3 Limits	10
5.4 Reality Check	11

1. Introduction

At Betinasia.com, we are committed to upholding the highest standards of Responsible Gaming (RG). Responsible Gaming is a set of collective actions, rules and regulations by individuals, the community and gambling industry to minimize the harm of gambling in our society.

As much as gaming is an exciting and thrilling activity, for a small number of individuals it can get out of control. We recognize our duty to protect vulnerable players and ensure that gambling remains a controlled and enjoyable activity. We wish to practice corporate social responsibility by creating a gaming environment that is safe for patrons and the public. This policy outlines the systems and controls we have in place to meet the RG requirements set forth by the industry.

Betinasia.com sees online betting as a positive form of entertainment for adults. Most players share this opinion, but there is a small percentage that let gambling become too much of a big part of their lives. If You feel that your gambling is a problem, Betinasia.com can guide You to gamble responsibly.

Please make sure to read this policy carefully in order to familiarize yourself with the available tools and methods designed to support your responsible use of our Services.

2. Age Verification and Minor Protection

The use of Betinasia.com services is strictly prohibited for persons under the age of 18, or the legal age of Your jurisdiction, whichever is greater. **The company does not provide services to players that are not of legal age and does not pay out wins to such players.**

You acknowledge that at all times when accessing the Website and using the Service:

- You are over 18, or the legal age at which gambling, or gaming activities are allowed under the law or jurisdiction that applies to you. We reserve the right to request proof of age documents from you at any time.

Any details we request from you are used to verify your identity - this is both for your own protection and ours. If you have any questions, please do not hesitate to contact us at any time.

If the verification process determines that a player is underage - the access to the service will be denied and appropriate action will be taken to prevent such player from accessing or making use of the Beninasia.com service.

Any funds deposited by the player determined or suspected to be underage will be returned and all winnings will be forfeited.

With the Internet so readily accessible in homes around the world, responsible online gaming relies heavily on responsible parenting.

Adults are encouraged to take precautions when sharing devices with minors - such as safeguarding usernames, passwords, and payment details, or opt-out for a third-party software that can help restrict access to gambling websites.

3. Self-assessment

In order to make sure that the use of BetinAsia.com's services remains a fun and positive experience for our players, we encourage you to regularly assess your gaming habits to determine whether your gambling remains within healthy limits.

As a betting brokerage, BetinAsia does not provide direct access to a consolidated betting and wagering history due to the nature of our business model. However, you can access a detailed record of your betting and wagering history through each individual sportsbook account available via our platform.

If you suspect that your gambling habits are taking too big of a part of your life, we encourage you to take a Self-assessment test in order to help identify potential problem gambling behaviours:

4. [Self-assessment](#)

Please note that our customer service is available 24/7 if you need assistance with any Betinasia.com related matters - including problematic gambling issues.

If you recognize problematic gambling behaviours through self-assessment, we recommend that you explore the available responsible gambling tools provided on our website.

Additionally, we strongly recommend reaching out to available services in your jurisdiction in order to receive assistance both online and offline and in your native language in cases when determined that gaming has become a problem.

5. Proactive Measures & Responsible Gaming Tools

While most people gamble for entertainment, we recognize that a small number may experience difficulties in maintaining control. We are fully committed to promoting responsible gaming, and to help ensure your betting remains safe and enjoyable, **please keep the following in mind:**

- Gambling should be seen as entertainment and not as a means to make money.
- Keep track of the time and money you spend while gambling.
- Use limits to help stay in control.

We reserve the right to monitor and track the player's problematic gambling behavior and take proactive measures in order to reduce the risk of and prevent gambling-related harm.

We closely monitor key internal indicators to identify potential patterns of problematic behaviour.

If We detect a potential problematic behaviour according to the Key Monitoring Factors, We reserve the right, at our sole discretion, to inform you about responsible gaming tools, including deposit limits, time-outs and self-exclusion, and/or implement the tools in our discretion.

We follow a strict Procedure for Player Identification and Intervention Process, that includes:

1. Player Profiling and Risk Assessment
 - a. Establishing player profiles with relevant data points to assess individual risk levels.
 - b. Constantly monitoring behavioural risk factors, with real-time alerts for concerning activity.
2. Direct Player Interaction
 - a. When concerning behaviour is identified, we will contact You directly via trained responsible gaming professionals. Players exhibiting at-risk behaviour will be informed about responsible gaming tools, including deposit limits, time-outs, and self-exclusion.
 - b. Proactive Measures - this includes subjecting the player exhibiting a problematic gambling behaviour to one or more of our Responsible gambling tools, which may involve:
 - i. Applying deposit limits to the player's account.
 - ii. Temporarily suspending access pending further review, aka Cool-off period.
 - iii. Excluding the player in cases of extreme risk.

Any problematic behaviour identified will be escalated to a relevant department which will assess each case and determine whether further restrictions, exclusions, or responsible gaming interventions are necessary.

The following list is a variety of measures and tools to help You stay in control of the time and money you spend at Betinasia.com:

- Deposit limit to limit how much you can deposit to your Betinasia account.
- Cool-off period is a tool to use if you need a short break from your gambling.
- Self-exclusion is a tool to use if you need a longer or indefinite break from your gambling.

5.1 Cooling off

Cool-off periods are temporary breaks you can take when gambling online. These are crucial for practicing Responsible Gambling. They help you take a step back, evaluate your gambling habits, and regain control. Gambling cool-off breaks are a straightforward way to reduce the risk of addiction and allow you to take a healthier, balanced approach to online gambling.

A gambling cooling-off break can be a crucial step in maintaining control over your gambling habits, helping you make healthy decisions and stay within your limits. This temporary pause offers numerous benefits.

Interrupt Problematic Patterns: Taking a break disrupts repetitive behaviors that might lead to unhealthy gambling patterns. By taking a break, you gain perspective, making it easier to identify potential problems.

Prevent Impulsive Decisions: Gambling cooling-off periods help you avoid impulsive choices made in the heat of the moment, allowing for more thoughtful decisions about time and money spent on casino games.

Reduce the Risk of Overspending: By limiting gameplay, a break naturally reduces opportunities for excessive spending, helping you stay within your financial boundaries and maintain a good balance.

Provide a Mental Reset: Taking a pause offers a fresh start, giving your mind a chance to relax, reflect, and recharge so you can return with a clear, positive approach.

Support Long-Term Responsible Play: Building a habit of taking breaks fosters a sustainable relationship with gambling, allowing you to enjoy it responsibly over time, free from pressure or stress.

Betinasia.com offers a variety of cool-off options: 24-hour, 7-day, 1 month or 3 month periods to temporarily restrict your account betting activity.

This option can be easily accessed via your profile. For more information about these tools and how to set them please login to your account and go to **“My Profile”** > **“Responsible Gaming”**.

During the selected cool-off period, your account will be locked taking effect immediately, preventing any participation in gambling activities for the full period.

To enhance your own protection, you can always choose to opt-out of the marketing database during your cool-off period by contacting our customer support services.

Once the cool-off period selected by you is over, the lock on the account will be lifted automatically and you will be allowed to resume gameplay without any further action needed from our end.

5.2 Self-exclusion

A self-exclusion is a tool which prevents players from gambling by blocking access to the gaming website which the player has excluded with. Self-exclusions can be for either a definite or indefinite timeframe, and players can choose to extend a definite exclusion timeframe.

This tool is designed to help individuals regain control over their gambling behaviour and prevent further harm. It provides an immediate barrier between the individual and gambling activities, reducing the chances of impulsive behavior and financial losses. Self-exclusion empowers individuals to take control of their gambling behavior, allowing them to make a conscious decision to step back from gambling and seek healthier alternatives.

By limiting access to gambling environments, self-exclusion helps reduce the emotional, financial, and relational harms associated with problem gambling. It also gives individuals the space to address their behavior and seek support. The availability of self-exclusion options promotes a culture of responsible gambling within the industry. It demonstrates that we recognize the risks of gambling and are willing to support You in managing those risks.

To request a self-exclusion on Betinasia.com, you can either choose the appropriate period by going to the **“My Profile” > “Responsible Gaming”**, or contact our Customer Support.

We offer long-term self-exclusion periods of:

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

Once a self-exclusion request is submitted, it will take an immediate effect and You will not be able to revoke your decision until the self-exclusion period is over. Any remaining funds in Your account will be refunded to the original payment method within two business days.

During the selected self-exclusion period, your account will be locked, preventing any participation in gambling activities for the full period.

Once the self-exclusion period selected by You is over, we will require you to confirm in writing your request to unblock the account before actioning it. You can do so by contacting our Customer support.

Please remember that the Company does not entertain players that are underage or currently self-excluded on our service and does not pay out wins to such players. If an underage or currently self-excluded player is found to have accessed Betinasia.com and its services beyond their self-exclusion choices, their account will be blocked without notice and with immediate effect to prevent further play; all deposited amounts, if present, will be refunded back to the player.

During self-exclusion, you cannot create a new account. Any attempt to sign up during your self-exclusion period violates our Terms of Service. Doing so may result in the permanent ban of your original user account.

5.3 Limits

We offer you the option to set different Responsible Gaming limits to help you play responsibly. You can set these limits by going to the **“My Profile” > “Responsible Gaming”**, or contact our Customer Support.

Set limits on your real money deposits and purchases

We believe that you should be allowed to manage your own budget for playing online. We allow you to restrict your own daily, weekly and monthly real money deposit limits. Of course, those limits may be no higher than the ones we already have for your account. This will allow you to tailor restrictions to your individual gaming habits.

You can set a limit on the total amount you deposit over a defined period (daily, weekly, or monthly). Once a deposit limit is reached, You will not be able to deposit additional funds until the specified period resets.

In case of multiple limits being selected, the strictest one will take precedence.

For example, You set EUR 200 as your daily, EUR 350 as your weekly and EUR 500 as your monthly limits respectively.

On day one, You deposit EUR 200 into your account; on day two, you deposit another EUR 150. Even though the daily limit has still not been reached by a EUR 50, since the weekly deposit has been reached - you will be prevented from depositing for the remainder of the week, as you would have triggered the stricter limit. You can make your limits more stringent at any time, and such changes take effect immediately. However, any request to ease a limit will be subject to a mandatory 7-day waiting period before taking effect, ensuring that decisions are made with due consideration.

Please note that the Company reserves the right to request a SOW proof - in order to make sure that the request matches the affordability for You. This way, both You and the Company will have a chance to assess the request for limit increase's adequacy.

5.4 Reality Check

Here in Betinasia.com, we want you to enjoy yourself in the most responsible gaming environment possible. Therefore, we provide You with several options to ensure their entertainment has a positive impact on you. One of these options are **“Reality Checks”**. **Reality Checks** are available to all customers on Betinasia.com platform.

Date: 12 March 2025

Signature:

Nenad Stojkoski



Director