

RESPONSIBLE GAMING POLICY

1. Commitment to Responsible Gaming

At 418Services B.V, we are committed to providing a safe, fair, and entertaining gaming environment. We believe gambling should be a form of leisure—not a source of distress or harm. Therefore, we promote **responsible gaming practices** and actively work to prevent problem gambling.

This policy is developed in strict accordance with the legal requirements of Curacao and fully adheres to the standards mandated by the Responsible Gaming Policy for Licensed Operators, as overseen by the relevant Curacao regulatory authorities.

2. Core Principles

- **Player Protection:** We offer tools and safeguards to help users manage their gambling behavior.
- **Prevention of Underage Gambling:** Access is strictly restricted to individuals aged 18 and over.
- **Transparency and Fairness:** All our games operate under certified Random Number Generators (RNGs) and comply with regulatory standards.
- **Intervention and Support:** We collaborate with professional organizations to support users showing signs of gambling-related issues.

3. Player Control Tools

- **Deposit Limits:** Players have the option to set deposit limits according to their preferences. These limits can be configured on a daily, weekly, or monthly basis, helping players to manage their spending and promote responsible gambling.
- **Session Time Limits:** Players can control and limit the amount of time they spend on the platform by setting session time reminders. These reminders can be adjusted to predefined intervals of 5 minutes, 30 minutes, 60 minutes, 120 minutes, or set to a custom time period according to the player's preference. When the session time limit is reached, gameplay is temporarily paused, and a notification is displayed.
- **Voluntary Self-Exclusion:** Players can voluntarily exclude themselves from the platform for specific periods to support responsible gaming. Self-exclusion options include:
 - Temporary exclusion periods of 1 month, 8 months, or 1 year,
 - or a permanent exclusion (indefinite period) if the player wishes to take a longer break or quit entirely.

- **Account Activity History:** Players have full access to their account activity, including detailed records of all deposits, wagers, wins, and losses. This transparency helps players monitor their behavior and maintain control over their gambling activities.

4. Education and Awareness

We provide clear and accessible information about the risks associated with gambling. Through our Responsible Gaming section, users can assess their gambling habits and access support resources.

5. Prevention of Underage Gambling

We enforce rigorous age, strictly 18+, and identity verification measures to ensure no minors can register or participate in any gambling activities on our platform.

Age Verification Measures:

- **Mandatory Date of Birth Entry:** During account registration, users must enter their date of birth. The system automatically blocks any attempt to register with a date indicating an age under 18.
- **Identity Verification:** All users must complete a **mandatory identity verification process** before being allowed to withdraw funds. This process includes:
 - Submission of a valid government-issued photo ID (passport, national ID card, or driver's license).
 - Proof of residence (e.g., utility bill or bank statement) if requested.
 - Video verification (KYC): Automated facial recognition check is required to confirm the authenticity of the user's identity documents and ensure that the person matches the ID provided.
- **Automated and Manual Checks:** Our systems continuously monitor for inconsistencies or suspicious behavior. Any indication that a user may be underage triggers a manual review.

Consequences of Underage Access:

- **Immediate suspension** of the account pending investigation.
- **Permanent closure** of the account if underage access is confirmed.

We maintain a **zero-tolerance policy** regarding underage gambling. Our verification processes are designed to ensure full compliance with legal and regulatory standards, while protecting vulnerable individuals from exposure to gambling-related harm.

6. Staff Training

Our customer support and operations teams are trained to recognize signs of gambling-related distress and are equipped to guide users toward the appropriate support tools or professional help.

7. Collaboration with Support Services

We work in partnership with international and local organizations such as Gamble Aware; <https://www.gambleaware.org>, and Gamblers Anonymous; www.gamblersanonymous.org, refer users in need of professional assistance.

8. Ongoing Review and Compliance

This policy is regularly reviewed to incorporate regulatory updates, technological advancements, and industry best practices. All changes undergo thorough internal evaluation and compliance verification.

Our policies are accessible at any time through the support menu and the Responsible Gaming section in the navigation bar.