

Responsible Gaming Policy

KING ENTERPRISES N.V.

Approving Official: Director, King Enterprises N.V.

Responsible Office: Compliance Department– King Enterprises N.V.

Effective Date: May 29, 2025

Next Review Date: May 29, 2026

1. Commitment to Responsible Gaming

King Enterprises N.V. is fully committed to providing a safe, fair, and responsible gaming environment. Our goal is to prevent gambling-related harm by implementing robust tools, procedures, and staff training, in line with the regulatory expectations of the Curaçao Gaming Authority (CGA).

2. Preventive Measures and Player Protection Tools

We provide the following tools to empower players and support responsible gaming behavior:

- Deposit limits.
- Loss limits.
- Time/session limits.
- Wagering limits.
- Self-exclusion and temporary cooling-off periods.

These tools are available through the player's account settings or upon request through our support team.

3. Self-Exclusion and Cooling-Off Options

Players can request:

- Cooling-off periods (24 hours to 6 weeks).
- Self-exclusion (6 months to permanent).

During these periods, accounts will be suspended and access to gaming services restricted. Reinstatement will follow a documented internal review process.

4. Self-Assessment Tools

We encourage players to regularly assess their gaming behavior. A self-assessment questionnaire is available on our platform to help identify potential signs of gambling-related problems.

5. Underage Gambling Prevention

King Enterprises strictly prohibits gambling by individuals under the age of 18. We implement identity and age verification protocols upon registration and before processing withdrawals. Accounts found in violation will be terminated immediately.

6. Staff Training and Responsibilities

All customer support and compliance personnel receive mandatory training on:

- Identifying signs of problem gambling.
- Responding appropriately to customer concerns.
- Promoting responsible gaming tools.

Training is reviewed annually and updated in line with regulatory developments.

7. Monitoring and Intervention

Our systems monitor user behavior to detect excessive or risky patterns. In such cases:

- Players may be contacted by support for welfare checks.
- Limits or exclusions may be suggested or imposed.
- Records of interventions will be securely documented.

8. Advertising and Marketing Practices

Marketing campaigns:

- Will not target minors or vulnerable persons.
- Will include clear responsible gaming messages and links.
- Will not promote excessive gambling or false expectations of winning.

Promotional materials are reviewed by the Compliance team.

9. Support Resources

Players are encouraged to seek help if they experience gambling-related difficulties. We provide links and referrals to independent support organizations such as:

- Gambling Therapy (www.gamblingtherapy.org).
- Gamblers Anonymous (www.gamblersanonymous.org).
- Local counseling services as applicable.

10. Review and Oversight

This policy is reviewed at least once per year or when significant regulatory changes occur. Oversight is the responsibility of the Compliance Officer, who ensures staff adherence, recordkeeping, and implementation of updates.

11. Contact Information

For inquiries or concerns related to responsible gaming, please contact:

Compliance Office – King Enterprises N.V.

Email: info@kingenterprisesnv.com