

Responsible Gaming Policy

(Compliant with CGA Responsible Gaming Policy, February 2025)

Presented by Oriental100.com

1. Policy Overview

Oriental100.com is fully committed to promoting responsible gaming in accordance with the Curaçao Gaming Authority (CGA) Responsible Gaming Policy (Version 1.0, February 2025). We aim to ensure a safe, fair, and transparent gaming environment, preventing gambling-related harm and protecting vulnerable players.

2. Mandatory Requirements

We implement the following mandatory responsible gaming measures:

- - Age verification
- - Information accessibility
- - Player self-assessments
- - Behaviour tracking
- - Cooling-off periods and self-exclusion
- - Deposit limits
- - Training of employees, affiliates, and marketing partners
- - Responsible gaming marketing standards

3. Player Protection

Oriental100.com provides players with:

- - Accessible Responsible Gaming tools
- - Educational resources
- - Monitoring systems to detect at-risk behaviors
- - Compliance with regulatory reporting and auditing obligations

4. Information Accessibility

- - The Responsible Gaming Policy is clearly linked on our homepage and all relevant pages.
- - Responsible Gaming tools (cooling-off, self-exclusion, limits) are available via single-click access.
- - Responsible Gaming information is included in our Terms & Conditions.
- - The website footer includes: age restriction notice, license holder name, CGA license number, regulatory oversight statement, responsible gaming links, and CGA digital seal.

5. Age Verification

- - Strict verification processes ensure players are at least 18 years old.

- - ID checks (passport, national ID, or driver's license) are mandatory.
- - Underage accounts are closed and funds (except AML frozen amounts) are refunded.

6. Parental Controls

- - Information about third-party parental control tools (Net Nanny, GamBlock, CyberSitter) is provided to support families.

7. Self-Assessment

- - Self-assessment tools are available to help players evaluate their gambling habits.
- - CAGE Questionnaire and 20-question quizzes are accessible.

8. Behaviour Tracking

- - Player behaviour is continuously monitored for risky patterns including deposit spikes, session length, frequent withdrawal reversals, etc.
- - Technology (AI/ML tools) and frontline staff are used to detect problematic gambling behavior.

9. Player Intervention Procedures

- - Identified players are contacted by trained responsible gaming professionals.
- - Appropriate interventions such as setting limits or suggesting self-exclusion are promptly initiated.

10. Cooling-Off Periods

- - Players can activate 24-hour, 7-day, 1-month, or 3-month cooling-off periods immediately via platform features.
- - No bonuses or promotions are offered to delay or interfere with player decisions.

11. Self-Exclusion

- - Immediate, irreversible self-exclusion options for 1, 3, 5, 10 years, or lifetime are available.
- - Self-exclusion is effective across all Oriental100.com brands.
- - Marketing contact is prohibited during and after self-exclusion.

12. Financial and Account Management

- - Upon total self-exclusion:
 - Gambling transactions are blocked.
 - Accounts are deactivated.
 - Remaining balances (subject to AML rules) are refunded within two business days.

13. Marketing and Advertising Standards

- - No marketing towards minors, vulnerable persons, or self-excluded players.

- - No irresponsible, deceptive, or emotionally manipulative advertising.
- - Transparent bonus and promotional conditions.
- - Compliance by all affiliates and marketing partners is strictly enforced.

14. Training and Staff Readiness

- - Ongoing training for all customer-facing employees and partners.
- - Staff can recognize, manage, and escalate gambling-related risks effectively.

15. Reality Checks

- - Session timers and player-activated reality check alerts are available.
- - Customized notifications display session duration and player's wins/losses.

16. Regulatory Compliance

- - All responsible gaming activities and interventions are fully documented.
- - Reports are submitted to the CGA upon request.
- - Full cooperation with the CGA in case of regulatory investigations or audits.