

# Responsible Gaming and Player Protection Policy

---

## 1 Introduction

At SBX.com we are committed to responsible and safe gaming and player protection, within a transparent and fair gaming environment.

We design, offer and promote our products and services (“**Services**”) on sbx.com (“**Site**”) to be an enjoyable form of entertainment, however we know that for some people this type of entertainment can become a problem at any time. We understand that gaming can stop being a fun activity if a user is unable to maintain control over the time they spend on Site or the amount they are spending. This can lead to a range of different pressures including financial, legal and family problems.

We want our users to have fun while playing on our Site and feel safe while doing so, and know what steps to take should they feel that they are not enjoying themselves or losing control. We encourage all of our players to only play with what they can afford to lose, and an amount which they find enjoyable to gamble with (SBX does not offer or provide credit to any user for the purpose of wagering).

We particularly recognize and seek to protect Vulnerable Persons (as defined under the LOK) being:

- Minors (persons under 18 years of age);
- persons who have no or insufficient control over their gambling behavior, because of which they become or threaten to become addicted to one or more games of chance and as a result may cause harm to themselves or other people;
- persons banned from playing games of chance at their own request or by force;
- persons who have been declared bankrupt.

## 2 Our Approach to Safe Gaming

Our Responsible Gaming and Player Protection Policy (“**Policy**”) and our responsible gaming program takes a holistic and considered approach to player protection including in:

- designing, implementing and improving responsible gaming tools and information, to help empower users to control their activity and prevent gaming harm;
- identifying and offering support to any user who may be experiencing gaming harm, with our staff being adequately trained to recognise the signs of problem gaming and interact with the user appropriately to assist them;
- keeping up to date with safer gaming education and cooperating with industry and respected research bodies to help guide improvements to our approach.

We will offer support and provide help to anyone who requests it, and to anyone who is or appears to be affected by gaming harm in a confidential, transparent and compassionate way.

We require that all SBX staff and relevant third parties in our business uphold the values of this Policy, and comply with the Curacao Gaming Authority safer gaming requirements (including the Responsible Gaming Policy for Licensed Operators), in addition to all other applicable legislation and regulation, in order to ensure that they understand and demonstrate the importance of socially responsible gaming and incorporate it into SBX business models and decisions.

This document outlines our policies towards the various aspects of responsible gaming.

We will review this Policy regularly and report at least annually to SBX management on its effectiveness.

### 3 Fair & Open Gaming

We believe in ensuring that the promotion of all games on our Site is done in a fair, open and compliant way. It is our objective to ensure that all materials related to our Site and Services are easily accessible, written clearly and easy to understand, with the terms and rules of the game made clear.

The Site has a Responsible Gaming page (accessibly via the Responsible Gaming link on the homepage) which contains clear information to assist users to make informed decisions by reviewing the tools and information available, and how to contact SBX in relation to any responsible gaming issues.

Users are also able to review their betting and wagering history within their account and are encouraged to review this information regularly to assess their behaviour to ensure it remains within comfortable limits. SBX also provides access to a self-assessment tool on its RG page.

### 4 Protecting Vulnerable Persons

#### 4.1 Minors – Age Verification

Use of our Site is subject to strict age requirements and we take our responsibilities to detect and prevent underage gaming very seriously. Only persons aged 18 years or over (or such higher age as otherwise required by local law) will be permitted to register for an account on the Site and use any Services on the Site.

The Site makes it clear that we do not accept users, and will not open an account for anyone, under the age of 18. Users need to confirm their true age and date of birth as part of the registration process, expressly acknowledging that they are over 18 years old, and may be requested to provide evidential government issued ID documentation to verify as part of SBX's Know Your Customer processes.

As soon as we become aware of any account being opened or used by a minor, the account will be closed immediately.

We require that any marketing and advertising of our Site and Services do not seek to attract or target underage users.

To help prevent minors in a household from using our Site, we recommend:

- the use of appropriate child proof software on devices, including Internet Content Rating Association (ICRA) Net Nanny and Cyberpatrol;
- not leaving devices unattended which are or could be logged into the Site; and
- not providing payment details to others.

If you become aware of someone under 18 using our Services, please contact us immediately at [support@sbx.com](mailto:support@sbx.com).

#### 4.2 Other vulnerable persons

It is our objective to ensure that any user who we identify as vulnerable or potentially vulnerable for any reason should be protected from the potential harm caused by gaming. All customer-facing personnel at SBX are trained on how to recognise vulnerability indicators, and where there is a vulnerability, assist the user by closing their account in appropriate circumstances and providing information on where to obtain further support.

Our marketing and advertising will not seek to target any vulnerable persons, including that we will not:

- Promote gambling as a way to make money or solve financial problems;
- Suggest that skill can influence the outcome of games of chance;
- Link our advertising with drug use, alcohol, seduction or enhanced attractiveness, or a substitute for wellbeing;

We may temporarily or permanently exclude players that we consider are vulnerable and displaying problematic gambling behaviour.

### 5 Risks of gaming

It is important that all users of our Site and Services are aware of and acknowledge the inherent risk involved in betting and gaming. While we design our Services to be able to be enjoyed safely, users need to understand the personal risk involved in gaming and the impacts this can have on their life.

To help maintain a safe and fun environment within the Site, users should remain aware of:

- the purpose for which gaming is offered, being fun and entertainment balanced with other activities, and not for the purpose of making money or recouping losses;
- the particular rules of any game they are playing and chances of winning;
- any time, deposit or betting limits that they can self-impose in addition to other tools offered, that will help them stay in control and only spend their own money (being

money they can afford to lose). When a user impose such limits on themselves, it is important to monitor and stay true to them;

- the damage that can be caused by gaming while under the influence of alcohol, drugs or other medication, or while in a fragile mental state or mood (such as a period of anxiety, depression, anger or sadness);
- the ability to take a temporary or permanent break from gaming via time-outs or self-exclusions.

## 6 Customer Interaction

As part of our safer gaming program, we will monitor our user's behaviour, including interactions with us, and gaming activity to identify users who we believe may be at risk of having or developing a problem with gaming, or who are exhibiting concerning, excessive or irrational behavior, or who otherwise appear vulnerable.

All SBX customer-facing personnel will be fully trained and educated on responsible gaming and how we implement our safer gaming program. Training will include the identification of potential gaming harm indicators, how to best interact with those users and the information to provide them, which will help to support individuals who may be experiencing an issue with gaming.

## 7 Take a Break / Cooling Off

If a user wishes to take a shorter-term break from gaming with the Site, they can activate a cooling off period, known as "take a break" for a nominated period of time. Once a user selects a "take a break" they will be required to complete an initial 24 hour break and confirm the break by providing a OTP code sent to their email. Once the "take a break" is effective, all active gaming sessions will end and the user will not be able to play any games that we offer for real money.

## 8 Self Exclusion

If a user feels that they are at risk of developing a gaming problem or believe they currently have a gaming problem, they should consider using our Self-Exclusion process which prevents the user from gaming with SBX for a specified period of time (for example, 1 year, 3 years, 5 years or permanently).

Depending on the period of Self-Exclusion the user will not be able to log into or use their account. If the user wishes to withdraw any balance in their account after an exclusion they will need to contact SBX support. It will not be possible to re-open a user's account for any reason during the exclusion, and SBX will do all it can to detect and close any new accounts that person attempts to open (and the user may forfeit deposits and any winnings on their accounts).

If the user wishes to return to our Services after the set period of self-exclusion, we reserve the right not to reopen the account if we have any concerns regarding the person's ability to engage with our Services safely. Any request to return to our Services after a self-exclusion will require a formal written request in a form that we require and meets regulatory requirements.

Once a self-exclusion has been processed, we will restrict marketing to the user for the relevant period. We also suggest that the user take any other steps that would be helpful to enforce the break from gaming, including removing SBX from notifications and deleting/uninstalling all apps and downloads, blocking/unfollowing SBX social media accounts and installing software that blocks access to gaming websites such as Gamblock ([www.gamblock.com](http://www.gamblock.com)), Gamban ([www.gamban.com](http://www.gamban.com)) or Betfilter ([www.betfilter.com](http://www.betfilter.com)).

Our self-exclusion process is located on our responsible gaming page.

## 9 Gaming help external support

For anyone experiencing gaming harm, or if having decided to exclude from gaming, we recommend that you seek additional support and advice from a recognised counselling or support service who have experience in problem gaming and addiction. Below are some counselling sites that may be of help:

- **Gamblers Anonymous** - <https://gamblersanonymous.org/ga>
- **Gambling Therapy** - <https://www.gamblingtherapy.org> ; contact [support@gamblingtherapy.org](mailto:support@gamblingtherapy.org)
- **The National Council on Problem Gambling** (Canada) - National Problem Gambling Helpline (1-800-GAMBLER); chat <https://www.ncpgambling.org/help-treatment/chat/>
- **Gamtalk** - <https://www.gamtalk.org/treatment-support/>
- **GambleAware** - <https://www.gambleaware.org/>

We also encourage you to make use of similar self-exclusion mechanisms with any other operators that you may bet with or have accounts with.

## 10 Contact Information

If you have any questions about this Policy or our responsible gaming program, please contact either our Contact Service Team- [support@sbx.com](mailto:support@sbx.com) or Responsible Gaming Officer- [responsiblegaming@sbx.com](mailto:responsiblegaming@sbx.com)

Effective from: 30 April 2025