

Responsible Gaming Policy

License Holder: K.I.K. Corporation B.V. (Company Number 151667)

Certificate of Operation: OGL/2024/211/0595

Domains Covered: 232casino.com, allthebestlottos.com, sirlotto.com

Introduction

At 232Casino and our associated lottery brands (allthebestlottos.com & sirlotto.com), your enjoyment and well-being are our top priorities. Gaming should remain a form of entertainment and never cause harm. This Responsible Gaming Policy outlines the tools, procedures, and commitments we have in place to safeguard players in line with the Curacao Gaming Authority (CGA) requirements.

Our Commitment

- Prevent underage gambling.
- Provide clear and accessible responsible gaming information.
- Offer tools that allow players to manage their play.
- Monitor player behaviour to detect problematic patterns.
- Provide effective self-exclusion and cooling-off options.
- Ensure staff are trained to support responsible gambling.
- Market our services responsibly, avoiding vulnerable groups.

1. Age Verification

All account holders must be 18 years of age. If the legal age in their jurisdiction is higher than 18, then that age is taken as the minimum age. A separate KYC policy governs verification procedures. Any accounts found to belong to minors will be closed immediately.

2. Information Accessibility

- A dedicated Responsible Gaming (RG) section is available on our sites.
- The RG section is accessible via homepage links, the footer, and Terms & Conditions.

- The footer displays license details, CGA seal, underage prohibition, and links to international support organizations (BeGambleAware, Gamblers Anonymous).

3. Player Self-Assessment

We encourage players to regularly assess their gaming habits. Self-assessment tools such as the GA 20 Questions and CAGE questionnaire are provided to help players identify risks. Players may also access their gaming and transaction history to monitor activity.

The CAGE questionnaire – please answer the following questions honestly:

1. C – Cut Down: Have you ever felt you should cut down on your gambling?
2. A – Annoyed: Have people annoyed you by criticizing your gambling habits?
3. G – Guilty: Have you ever felt guilty about your gambling?
4. E – Eye-Opener: Have you ever had a morning "eye-opener" to steady your nerves or recover from gambling losses?

If you have answered “yes” to two or more questions, you might reconsider asking for help about your gambling habits.

4. Behaviour Tracking

We actively monitor accounts for signs of problem gambling, including:

- Sudden increases in deposits or wagers.
- Repeated withdrawal reversals.
- Irregular, long play sessions.
- Frequent failed deposits.
- Multiple account attempts.

If risky behaviour is detected, our staff may intervene by:

- Reminding players of available tools.
- Applying limits or restrictions.
- Temporarily suspending an account.
- Enforcing operator-initiated exclusion where necessary.

We document all interventions in our systems.

5. Cooling-Off Periods

Players may request a temporary break from gambling (cooling-off period). You can contact our customer support to take a break for up to 3 months

During the cooling-off period, no wagering is permitted, and funds remain available for withdrawal. Players may opt out of marketing, and the account reactivates automatically once the period ends.

6. Self-Exclusion

Players may request long-term exclusion from all sites under our license. Options included are from 1 year up to a lifetime self-exclusion.

During self-exclusion: - Accounts are closed, and login is disabled. Marketing and promotional communications stop. Duplicate account attempts are blocked, and re-entry is only possible after the exclusion period, which requires a written request from the player.

7. Deposit Limits

Players may set deposit limits with the assistance of customer support. Limits can be for a different time period or a different deposit sum chosen by the customer.

Once a limit is reached, no further deposits are possible until the period resets. Limit decreases take effect after 24 hours, while increases are applied immediately.

8. Staff Training

Our customer support, VIP, and marketing staff receive ongoing training to:

- Recognize signs of problematic gambling.
- Conduct structured, supportive conversations.
- Direct players to support resources.
- Apply responsible gaming tools fairly and consistently.

Please note that our staff cannot provide advice or support on problem gambling, and you should contact the third-party support services we have identified below if you wish to seek such support or advice.

9. Marketing & Advertising

We market responsibly and in compliance with CGA rules:

- No targeting of vulnerable persons or minors.
- No portrayal of gambling as an investment or solution to financial issues.
- No misleading claims about skill in chance-based games.
- No sexual or harmful content.
- Bonuses are always presented with clear, transparent terms.
- All advertising includes a responsible gaming message.
- Affiliates and third parties must comply with our RG standards.

10. Enhanced Measures (Optional)

We provide additional safeguards:

- Reality Checks: Players can receive reminders about session duration, play time, and net results.
- Internet Filtering Tools: Links to tools such as BetBlocker, GamBlock, and Gamban help players and parents restrict gambling access.

11. Support and Assistance

If you ever feel that gambling is becoming a problem, you should contact our support team for help activating limits, a cooling-off period, or exclusion. You can also reach out to professional organizations such as:

GamCare

BeGambleAware

Gamblers Anonymous

Conclusion

We are committed to maintaining a safe and responsible gaming environment across all our brands. By using the tools provided and reaching out for assistance when needed, players can keep gambling safe, fun, and under control.