

Responsible Gaming Policy

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

License Number: OGL/2024/211/0595 (in accordance with the National Ordinance on Games of Chance)

1. Purpose and Regulatory Framework

This Responsible Gaming Policy is implemented in accordance with the requirements of the Curaçao Gaming Authority (CGA) and the National Ordinance on Games of Chance (LOK).

The purpose of this Policy is to ensure that gambling remains a form of entertainment while protecting players from potential harm and promoting safe and responsible gaming.

This Policy forms an integral part of the Terms and Conditions and is available to players at all times.

2. Responsible Gaming Commitment

We are committed to:

- Preventing underage gambling
- Providing clear and accessible responsible gaming information
- Offering tools to manage gambling behaviour
- Monitoring player activity to identify potential risk
- Intervening where necessary
- Promoting responsible marketing practices

3. Age Verification

All players must be at least 18 years of age or the minimum legal age in their jurisdiction.

During registration, players must confirm their age via checkbox and provide date of birth.

Additional verification measures, including government-issued identification, may be required before withdrawals.

Accounts identified as belonging to minors will be immediately closed. Deposits may be refunded and winnings forfeited in accordance with applicable laws.

4. Responsible Gaming Section & Accessibility

A dedicated Responsible Gaming section is available at all times and is:

- Accessible via homepage, footer, and Terms and Conditions
- Presented in a clear and understandable format
- Available in English

The section includes:

- Responsible gaming tools
- Contact options for support
- Links to external support organizations

5. Player Self-Assessment

Players are encouraged to monitor their gambling behaviour through:

- Access to account history
- Self-assessment tools such as the CAGE questionnaire

Players who identify potential gambling-related issues are encouraged to use available tools or seek external support.

6. Behaviour Tracking and Intervention

We actively monitor player behaviour using indicators such as:

- Sudden increases in deposits or wagering
- Repeated failed transactions
- Withdrawal reversals
- Extended play sessions
- Multiple account attempts

Where risk is identified, we may:

- Contact the player
- Recommend responsible gaming tools
- Apply limits or restrictions
- Temporarily suspend or permanently close accounts

All actions and interactions are recorded in our systems in accordance with regulatory requirements.

Responsible Gaming measures will not be used to delay or prevent legitimate player withdrawals. Any misuse of such measures for financial purposes is strictly prohibited.

7. Responsible Gaming Tools

7.1 Cooling-Off Period

Players can activate a cooling-off period directly via their account through a self-service mechanism using tick-box selection.

Available duration options include:

- 24 hours
- 7 days
- 1 month
- 3 months

Players must actively select their preferred duration. Options are not pre-selected.

During the cooling-off period:

- All wagering activity is prohibited
- Deposits are blocked
- Withdrawals remain available
- Players may opt out of marketing communications

The cooling-off restriction takes effect immediately and without operator intervention.

7.2 Self-Exclusion

Players can initiate self-exclusion directly via their account without operator intervention.

Available options include:

- 1 year
- 3 years
- 5 years
- 10 years
- Lifetime

During self-exclusion:

- Accounts are closed and access is blocked
- No marketing communications are sent
- All gambling activity is prohibited

Reactivation is only possible after the selected period and requires a written request from the player.

Self-exclusion applies to all domains and brands operated under the Licensee's license.

The process is fully self-service and must be completed without unnecessary delay or operator interference.

7.3 Deposit Limits

Players can set deposit limits on their account on a:

- Daily
- Weekly
- Monthly basis

Limit decreases take effect immediately. Requests to decrease the severity of a limit are subject to a 24-hour waiting period before implementation.

8. Responsible Gaming Officer and Internal Controls

A designated Responsible Gaming Officer is responsible for the implementation and oversight of this Policy.

This role is separate from AML/CFT responsibilities.

An internal review of the effectiveness of this Policy is conducted at least annually, with findings reported to management.

9. Staff Training

Relevant staff (including customer support, VIP, and marketing teams) receive training to:

- Identify signs of problem gambling
- Handle player interactions appropriately
- Promote responsible gaming tools

Staff do not provide medical or psychological advice and will refer players to professional support services where appropriate.

10. Marketing and Advertising

We ensure that:

- Marketing does not target minors or vulnerable persons
- Gambling is not presented as a financial solution

- Advertising is not misleading
- All promotions are transparent
- Responsible gaming messages are included in marketing

All third parties and affiliates must comply with these standards.

No marketing or promotional communication will be sent to players during self-exclusion periods.

Players are provided with the option to opt out of marketing communications during the cooling-off period.

11. Additional Responsible Gaming Measures

We may provide additional tools such as:

- Reality checks (session reminders)
- Time tracking
- Internet filtering tools (e.g. BetBlocker, GamBlock, Gamban)

12. Support and Assistance

Players can contact customer support at any time for assistance with responsible gaming tools.

External support organizations include:

- GamCare
- GambleAware
- Gamblers Anonymous

13. Data Protection and Record Keeping

All Responsible Gaming interactions and interventions are recorded and handled in accordance with applicable data protection laws.

14. Policy Review

This Policy is reviewed periodically and updated in line with regulatory requirements. Any material changes will be communicated where required.

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.