

4 AM QTF N.V.

Willemstad, Curaçao

RESPONSIBLE GAMING PROCEDURE

Name: C. Drommond, proxyholder of eMoore N.V.

Date: March 20, 2026

A handwritten signature in black ink, appearing to read 'C. Drommond', with a horizontal line drawn through the middle of the signature.

V2.0 - March 2026

Revision History

Version #	Effective Date	Approving Official	Responsible Office	Next Review Date	Comments
1.0	February 20, 2026	eMoore N.V.	Responsible Gaming Function	February 20, 2027	
2.0	March 16, 2026	eMoore N.V.	Responsible Gaming Function	March 16, 2027	

1. Objectives

This Complaints Policy is based on regulatory requirements under the *Landsverordening op Kansspelen* ("LOK") and the Responsible Gaming Policy Guidelines version 1.0. of April 17th 2025, of the Curaçao Gaming Authority ("CGA"). This policy provides an overview of the responsible gaming process.

In article 2.3 of the Responsible Gaming Policy Guidelines version 1.0. of April 17th 2025 it is mentioned that the policy does not apply to non-retail gaming and betting, including not limited to professional players or syndicates. General Responsible Gaming principles apply in line with such business models.

The Company services professional players via direct connections (not via an URL) and as such does not qualify as retail gaming. The Company will manage a select and exclusive number of professional customers, thus providing a personal and tailored service and assistance to them, in comparison to retail and normal casinos.

As such, article 2.3 of the aforementioned policy is applicable and the Company will apply general international responsible gaming guidelines as such. This facilitates the regular and focused support in guidance of any query or information required from the customers ensuring a responsible gambling environment. Through this approach the Company strives to be in line with general responsible gaming principles applicable to its client portfolio.

2. Responsible Gaming

The Company believes in a responsible attitude towards gambling and has implemented measures detailed within this document to promote and ensure responsible gambling. The Company believes that the industry, government and the community have a shared responsibility to help prevent the development of gambling related problems, and to ensure that problem gambling support services are available for those individuals requiring assistance. These services are obtainable via email for the customers of the Company.

As mentioned, the customers of the Company are non-retail professional players and as such the Company knows each and every one of their customers, as they are approved via careful selection to become the customer of the Company, as this is done via introduction by other customers. Based on this, the Company will create a customer profile, based on their individual risk level, including the appropriate level of monitoring and Customer intervention.

Furthermore, the Company does not accept any customers, that are not at least 21 years old or are deemed vulnerable to participate in any gaming activities. Age verification is done during the onboarding process, whereby personal contact is made with the prospective customer and where possible, the prospective customer is met in person. As part of the relationship with each customer and seen the specific services of the Company to professional gamblers, an indepth onboarding process is implemented, thus mitigating risks of vulnerable persons or problem gamblers, as well as continuing during the relationship having extensive contact with each customer, in order to be able to signal any indicator of possible problem gambling. In case, during the relationship, a customer is deemed vulnerable, appropriate action will be taken in line with this policy and internally applicable responsible gaming actors. However, due to the nature of the services provided by the Company, the indicators mentioned in the CGA RG Policy, such as failed transactions due to insufficient funds, maximin out a creditcard of bonus requests are not applicable due to this. However, the Company will look for different behavior in the customer as an indicator to commence deliberations with the customer.

If a customer of the Company would want the assistance of the Company to help them stop or to take a short break, the Company would take all reasonable steps to prevent the customer from participating in gambling.

A customer's betting history is available, including all transactions. This information allows a customer to monitor their spend

Seen the business of the Company, the Company will not advertise or promote betting products to any parties, as the Company only caters to a very exclusive and select number of customers. As there will be no advertisement or marketing whatsoever, there can not be any irresponsible advertising, such as mentioned in the CGA responsible gaming policy guidelines.

Furthermore, as the Company does not conduct her services via an URL, the services of the Company cannot be restricted by website blocking third-party software. However, in case the Company would notice any concerning behavior in the direct contact with the customer, they will reach out to the customer and discuss options to mitigate behavior. These mitigating measures might include amongst others to limit the services of the Company to the customer and/or terminating the relationship with the customer, depending on the behavior of the customer.

The Company understands that evaluation of customer interactions is important to understand the impact they have had and to help ensure customers are getting the right help and support if needed. The findings of the customer interaction evaluations and RG related

concerns are to be reported to the management of the Company as well will these be internally recorded in appropriate systems.

The Company will ongoingly provide training to its employees on recognizing red flags regarding possible problematic behavior at customers, as well as conducting such conversations with customers, including how to best guide them to appropriate support.