

# Responsible Gambling

At Power.win, we built the arena for players who play to win - not for players who lose control. We take Responsible Gambling seriously because momentum only matters when you stay in charge.

## Our Commitment

Every member of the Power.win team receives regular training on Responsible Gambling. They know how to spot warning signs, how to guide players back into control, and how to activate the tools available on the platform. Power.win applies a risk-based approach (“RBA”) to Responsible Gambling, meaning the level of monitoring, review, and intervention may vary depending on the player’s behaviour, account activity, and overall risk profile.

## Player Risk Profiling and Risk-Based Monitoring

Power.win maintains player profiles for Responsible Gambling purposes in order to assess, monitor, and respond to potential risk. Players may be classified into different risk levels, including low, medium, and high risk.

These profiles are based on a combination of factors including account activity, transaction patterns, gameplay behaviour, use of Responsible Gambling tools, customer support interactions, and verification data. The assigned risk level determines the level of monitoring and the type of intervention that may be applied.

## Recognizing the Signs

Gambling should be entertainment, not an escape. Wins feel good. Losses are part of the game. But when you start chasing losses, skipping life to play, or lying about how much you’re spending - the arena stops being fun.

Power.win maintains a structured process for identifying potential vulnerable gamblers and players showing indicators of problem gambling. Monitoring may include, where appropriate:

- Deposit and wagering frequency
- Repeated failed transactions due to insufficient funds
- Reversing withdrawals or cancelling withdrawals
- A pattern of extended or unexplained play sessions
- Increased or unusual contact with customer support, including requests for bonuses
- Frequent changes to Responsible Gambling tools such as deposit or loss limits
- Attempts to use multiple accounts to bypass restrictions
- Patterns indicating financial distress or loss-chasing behaviour

## **Structured Response to Indicators of Problem Gambling**

Where one or more indicators of potential gambling harm are identified, Power.win applies a structured review process. Depending on the level of risk, actions may include:

- Flagging the account for Responsible Gambling review
- Reviewing transaction history, gameplay, and account behaviour
- Contacting the player with Responsible Gambling messaging and support resources
- Recommending or applying limits such as deposit limits, loss limits, or cool-off periods
- Restricting promotions, bonuses, or account features
- Escalating the account for enhanced internal review
- Temporarily suspending or permanently closing the account where necessary

## **Procedure for Vulnerable Persons**

Where a player is identified as a vulnerable person or at risk of gambling-related harm, Power.win may apply enhanced protective measures. These may include increased monitoring, direct interaction with the player, restriction of marketing communications, removal of bonuses, application of account limits, or account suspension or closure.

All actions are taken proportionately based on the level of risk and with the objective of protecting the player.

## **Recording of Responsible Gambling Interactions**

Power.win records all Responsible Gambling interactions, account flags, reviews, and actions in its player account management system (PAM system). This includes communications with players, changes to limits, self-exclusion requests, and any intervention taken.

## **Record-Keeping**

Power.win maintains Responsible Gambling records in accordance with applicable legal and regulatory requirements. Records may include player interactions, risk assessments, account flags, limit changes, exclusions, and internal decisions. These records are stored securely and retained for the period required under applicable law.

## **Ask Yourself These Questions**

Do you skip work, school, or important commitments to stay in the arena?

Do you gamble to escape stress, boredom, or emotional pressure?

When you run out of funds, do you feel the need to jump back in immediately?

Do you keep playing until your balance is zero?

Have you ever hidden how much time or money you spent playing?

Have you lied, borrowed, or used money you couldn't afford to fund your play?  
Do you neglect other responsibilities or hobbies because of gambling?  
Have you lost interest in friends, family, or activities you used to enjoy?  
After a loss, do you feel compelled to "win it back" right away?  
Do you sometimes feel that gambling is becoming a problem for you?

If you answered "yes" to several of these, it's time to take control.

### **Tips for Playing with Power**

Treat every session like a fight you want to win - not a debt you need to chase.  
Set hard limits on time and money before you enter the arena.  
Never chase losses. Reset and run it back when you're ready.  
Be honest with yourself. Momentum is only good when you're in control.

### **Need a Break?**

If you feel the arena is pulling you in too deep, take a break.

You can request a cool-off period (24 hours to 30 days) or a full self-exclusion. Self-exclusion is available for a minimum period of 1 year and may be offered for longer durations where available on the platform. Once activated, self-exclusion cannot be cancelled early.

Players can initiate and complete the self-exclusion process fully online through the Responsible Gambling section of the Website or their Account settings. Customer support may assist where needed, but online self-exclusion remains available at all times.

### **Protecting Minors**

If minors have access to your device, keep your Power.win login, password, and payment details secure. We strongly recommend using parental control software to block underage access to gambling sites.

### **18+ Only**

It is strictly prohibited for anyone under 18 to register or play on Power.win. We reserve the right to verify age at any time.

If, after registration, Power.win becomes aware or has reasonable grounds to believe that an account holder is a minor, the account will be immediately suspended and reviewed. If underage status is confirmed, the account will be permanently closed. Any remaining balance will be handled in accordance with applicable laws and regulatory requirements. The incident will be recorded internally and further action may be taken where required.

## **Staff Training & Support**

All customer-facing team members at Power.win complete annual Responsible Gambling training. Their participation is tracked and reviewed.

## **Responsible Marketing**

Power.win must not engage in irresponsible advertising or marketing.

We do not:

- Target minors or vulnerable individuals
- Present gambling as an investment or financial solution
- Misrepresent skill versus chance
- Use emotional manipulation or pressure-based messaging
- Use explicit or inappropriate content
- Encourage harmful behaviour unrelated to gambling

All promotions are transparent and clearly communicated. Bonuses are not used to encourage excessive gambling.

Power.win is responsible for all marketing conducted on its behalf, including affiliates, ambassadors, influencers, and partners. All third parties must comply with this Responsible Gambling policy.

All advertising must include a clearly visible Responsible Gambling message and age restriction notice.

## **Support & Resources**

Your safety and long-term enjoyment matter more than any single session.  
If you need help or just want to talk, reach out anytime at [support@power.win](mailto:support@power.win)

## **Independent Help Organizations**

The following groups are not affiliated with Power.win. They provide free, confidential support for anyone affected by problem gambling.

Gamblers Anonymous (GA)

A fellowship of people who share their experience to help themselves and others recover.

Website: [www.gamblersanonymous.org](http://www.gamblersanonymous.org)

Gam-Anon

Support for family and friends of problem gamblers.

Website: [www.gam-anon.org](http://www.gam-anon.org)