

POWER.WIN TERMS & CONDITIONS

Last updated: 16/04/2026

Definitions

In these Terms and Conditions, unless the context otherwise requires:

Account / Member Account:

your registered Power.win account.

Balance:

funds available on your Member Account, including any promotional funds where applicable.

Company / Licensee:

Super Awesome Gaming Alliance B.V., registered in Curaçao with company number 168923, with registered address at Zuikertuintjeweg Z/N, Curaçao.

Cryptocurrency / Crypto:

digital assets supported in the cashier.

Fiat:

government-issued currency supported on the Website (if and where made available).

Games:

casino games, live dealer games, and any other wagering products made available on the Website from time to time.

Game Rules:

rules, limits, payout tables, and product-specific rules displayed within a Game or on a rules page.

KYC:

identity verification and related checks, including proof of address, proof of wallet ownership, and source of funds/source of wealth checks.

Lean Lab / Certifier:

Lean Lab Company Limited, the Company's designated RNG and responsible gaming certification body (MGA-compliant).

Material Change:

any amendment to these Terms and Conditions that has a significant impact on your rights or obligations, including but not limited to changes to wagering requirements, withdrawal conditions, fee structures, or responsible gambling tools.

Restricted Jurisdictions:

jurisdictions where we do not accept players and/or where online gambling is illegal or restricted.

Unfamiliar IP/Device:

activity flagged by our security systems as not previously associated with your Account.

Website:

the Power.win website and related services, accessible at power.win and any related mobile applications or delivery mediums.

1. General

1.1 Application of Terms

These Terms and Conditions (“Terms”) apply to your access to and use of the Website and to participation in any wagering, gaming, and related services made available through it, including casino games, live dealer games, and any other products introduced from time to time. Where additional products are introduced (including a sportsbook, which is planned for a future phase), product-specific rules will be published and will require acceptance before use.

1.2 Licensee Disclosure

Power.win is owned and operated by Super Awesome Gaming Alliance B.V. (“the Company”):

- Legal name (as registered with the Curaçao Chamber of Commerce): Super Awesome Gaming Alliance B.V.
- Registered address: Zuikertuintjeweg Z/N, Curaçao
- Chamber of Commerce registration number: 168923
- CGA Licence number: [PENDING — to be inserted upon issue by the Curaçao Gaming Authority]
- CGA Licence issue date: [PENDING — to be inserted upon issue]
- CGA Licensee name as registered: Super Awesome Gaming Alliance B.V.

All products and services on Power.win are operated by Super Awesome Gaming Alliance B.V. and regulated under the Curaçao Gaming Authority. Where any product or service is provided by a separate entity not regulated by the CGA, this will be clearly disclosed to players prior to their use of such product or service, and players will be made aware of any redirection to a non-CGA-regulated entity.

1.3 Acceptance

These Terms come into force as soon as you complete the registration process, which requires you to actively tick a checkbox confirming your acceptance. By using the Website after account creation (including making a deposit, placing wagers, playing games, participating in promotions, or requesting a withdrawal), you confirm your ongoing acceptance of these Terms.

1.4 Eligibility to Use

You must read these Terms carefully in their entirety before creating an account. If you do not agree with any provision, you must not create an account or continue to use the Website.

1.5 Amendments and Updates

We may amend these Terms from time to time. When we do:

- We will notify you via email and/or a prominent notice on the Website. Notification will specify: (a) the clause numbers affected; (b) a summary of the Material Change; (c) the effective date; and (d) a direct link to the updated Terms.
- For Material Changes, we will require your active re-acceptance (e.g., via a pop-up confirmation on your next login) before you may continue using the Website. You will be informed of the consequences of declining to accept Material Changes, which may include restriction or closure of your Account.
- For administrative or non-impactful updates (such as correcting typographical errors or clarifying existing provisions in a way that does not prejudice you), we may provide passive notice only.
- Changes will not apply retrospectively, except where the change does not prejudice you or where we are correcting a clear technical or contractual error.
- Evidence of player notification and acceptance will be retained and made available to the CGA upon request.

1.6 T&C Accessibility

The current version of these Terms is accessible within one click from the homepage, registration page, and player account area at all times. Previous versions of these Terms are available to you upon request by contacting support@power.win.

1.7 Record-Keeping and Archiving

Effective from 24 December 2024 (the date the National Ordinance on Games of Chance was enacted), we maintain a historical archive of all versions of these Terms. We securely log each player's acceptance or rejection of the current version. Previous versions are available upon request.

1.8 Language

These Terms may be published in several languages for informational purposes. The English version is the only legal basis of the relationship between you and us and, in the case of any discrepancy with any translation, the English version prevails.

1.9 Precedence of CGA Policies

In the event of any inconsistency between these Terms and any CGA policy or guideline (including the Regulations for the Combating of Money Laundering, the Responsible Gaming Policy, or the Player Complaints Policy), the relevant CGA policy shall take precedence.

2. Binding Declarations

By agreeing to these Terms, you also agree to be bound by the Website Rules, Game Rules, Responsible Gambling Policy, Privacy Policy, and Bonus Terms, which are incorporated by reference. You represent and warrant that:

- You are at least 18 years of age (or the higher age required by the laws of your jurisdiction).
- You have full legal capacity to enter into a binding agreement with us.
- You are participating in a personal, non-professional, recreational capacity only.
- You are placing wagers on your own behalf only.
- All information you provide to us is true, complete, and correct; you will immediately notify us of any changes.
- You are solely responsible for any taxes applicable to your winnings under laws of your jurisdiction.
- You understand that by using our services you risk losing deposited funds and accept full responsibility for any such losses.
- You are not located in, resident of, or accessing from a Restricted Jurisdiction.
- You are legally permitted to use online wagering services in your jurisdiction.
- All funds you deposit are validly owned by you and lawfully obtained.
- You accept that Cryptocurrency values can change dramatically.
- You understand that the software, graphics, and Website are the intellectual property of the Company or its licensors and may only be used for personal recreational purposes in accordance with these Terms.
- You understand that Cryptocurrency may not constitute legal tender and is treated as virtual funds for wagering and settlement purposes.
- You are not an officer, director, employee, consultant, or agent of the Company or any related entity, nor a relative or spouse of any such person where this creates an eligibility conflict.
- You are not diagnosed or classified as a compulsive or problem gambler. You agree to use our responsible gambling tools where appropriate.

- If you are a politically exposed person (PEP) or a family member or close associate of a PEP, you acknowledge that we may review, restrict, or close your Account to fulfil due diligence obligations.
 - You hold only one Account and agree not to open additional Accounts.
 - You accept our right to detect and prevent prohibited techniques, including fraudulent transactions, automated registrations, bot gameplay, and screen capture techniques.
 - You accept our right to terminate or change any Games and to refuse, void, or limit wagers.
 - You may create an Account only on your own behalf.
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3. Restricted Jurisdictions and Prohibited Access

You must not use the Website if you are located in, resident of, or accessing from a Restricted Jurisdiction, or if online gambling is unlawful for you. Current Restricted Jurisdictions include: Afghanistan, Aruba, Australia, Austria, Belgium, Bonaire, Curaçao, Cyprus, Denmark, Estonia, France, Germany, Hungary, Iran, Iraq, Italy, Netherlands, North Korea, Saba, Slovakia, Spain, St Maarten, Statia, Sweden, Turkey, Ukraine, United Kingdom, United Arab Emirates, USA and US dependencies.

You must not attempt to bypass restrictions using VPNs, proxies, or other circumvention methods. We may use geolocation, device, and security measures to detect and prevent prohibited access. Accounts found in breach of this section may be suspended and funds withheld pending investigation.

4. Accounts, Security, and Verification

4.1 Account Opening

To use the Website you must create an Account and provide accurate, complete, and up-to-date information. You must register personally and may not use a third party to register on your behalf.

4.2 Single Account Rule

You must not register or operate multiple Accounts. If we detect multiple Accounts, we may suspend or close them and treat related activity as abuse.

4.3 Account Security and Liability

You are responsible for safeguarding your password, two-factor authentication (where available), and login credentials. You are liable for all activity conducted through your Account. In the event of unauthorised access to your Account:

- You must notify us immediately at support@power.win.
- We will investigate and take reasonable steps to secure your Account.
- Our liability for losses resulting from unauthorised access is limited as set out in Section 14. Where unauthorised access results from your failure to maintain credential security, you bear responsibility for resulting losses.
- We will notify you of any significant security events relating to your Account where we are able to do so.

4.4 Account Transfer

You must not sell, transfer, or share your Account.

4.5 Identification and Verification (KYC)

We may require identity verification (KYC) at registration, upon first deposit, at withdrawal, or at any time to comply with legal, licensing, and risk obligations. KYC may include: valid photo identification, proof of address, proof of wallet or payment instrument ownership, and source of funds or source of wealth information.

We apply a risk-based approach to customer due diligence and customer profiling. As part of this process, we may gather information on the purpose and intended nature of the business relationship and use that information to build and maintain a business and risk profile for each player. This may include understanding why you are opening and using the Account, the expected nature of your activity on the Website, the products you intend to use, the expected level, value, and frequency of deposits, wagers, and withdrawals, the origin of funds to be used on the Account, and whether your activity is consistent with recreational play.

In order to establish and update your business and risk profile, we may obtain and assess information from one or more of the following sources:

Information provided by you during registration, onboarding, verification, or ongoing compliance reviews;

Documents and evidence submitted by you, including identity documents, proof of address, wallet ownership evidence, bank or exchange records, source of funds documentation, and source of wealth documentation;

Your transaction history, gameplay patterns, device, login, geolocation, and account behaviour on the Website;

Blockchain analytics, wallet screening, sanctions screening, PEP screening, adverse media screening, and other compliance or fraud prevention tools;

Information received from payment service providers, verification providers, law enforcement, regulators, or other competent authorities where applicable; and

Any other information lawfully obtained by us in the course of meeting our AML/CFT, fraud prevention, and licensing obligations.

We may classify players into different risk categories, including low, medium, and high risk, and may apply different levels of due diligence and monitoring depending on the customer's risk profile.

As a minimum, for medium- and high-risk customers, we may require information regarding:

The nature of and details concerning the customer's business, occupation, or employment;

Any other activity, event, or circumstance from which the customer derives wealth, including but not limited to inheritance, investments, business ownership, or asset disposals;

The expected source and origin of the funds to be used throughout the business relationship; and

The anticipated level and nature of the activity to be undertaken throughout the relationship, including expected value and frequency of deposits, wagers, and withdrawals.

For high-risk customers, we may require supporting evidence in relation to the above, including documentary proof of occupation, business activity, source of wealth, and source of funds, to our satisfaction.

Where a player is identified as a politically exposed person ("PEP"), or as a family member or close associate of a PEP, we will apply enhanced due diligence measures. These measures may include:

Escalating the relationship for review and approval by senior management before the Account is permitted to continue operating, or before certain transactions are permitted to proceed;

Taking reasonable measures to establish the player's source of wealth and, where applicable, the source of funds used or to be used on the Account;

Applying enhanced ongoing monitoring of the Account, transactions, gameplay activity, and withdrawal behaviour; and

Requesting additional documentation or information at any time to satisfy our legal, regulatory, and internal risk management requirements.

We may restrict deposits, wagering, bonuses, and withdrawals until verification is completed to our satisfaction. If you fail to provide requested information within a reasonable timeframe, or if we are not satisfied with verification results, we may restrict, suspend, or close your Account.

Where KYC is requested upon or following account closure, we will not require additional information beyond what was requested during the period when the Account was open, except where such additional information is strictly necessary to comply with applicable AML/CFT obligations. This provision exists to prevent friction abuse or undue delays in legitimate withdrawals.

4.6 AML/CFT Obligations

- All transactions on the Website are monitored for compliance with anti-money laundering (AML) and counter-terrorist financing (CFT) obligations. In this regard:
- Unusual or suspicious transactions will be reported to all relevant Curaçao authorities in accordance with applicable law, without prior notice to you.
- Your personal data will be screened against applicable sanctions lists and politically exposed person (PEP) lists.
- Enhanced due diligence may be applied to your Account at any time, including requests for source of funds, source of wealth, occupation, business activity, and expected account activity documentation.
- Where we identify that you are a PEP, a family member of a PEP, or a close associate of a PEP, your Account may be subject to senior management approval, source of wealth and source of funds review, and enhanced ongoing monitoring.
- We reserve the right to suspend, block, or close your Account and withhold funds where required by applicable AML/CFT laws, licensing conditions, sanctions requirements, or requests from competent authorities.

4.7 Acceptable Behaviour

Where the Website makes available any communication features — including but not limited to live dealer chat, customer support chat, or any future community, forum, or messaging functionality — you agree to use such features in a lawful, respectful, and responsible manner at all times.

Regardless of the communication channel used, you must not:

- Engage in or facilitate collusion, chip dumping, match-fixing, or any form of coordinated unfair play.
- Use any communication feature on the Website to coordinate or facilitate cheating, fraud, or any form of prohibited conduct.
- Post or transmit offensive, abusive, threatening, or discriminatory content.
- Engage in any form of harassment, intimidation, or harmful behaviour toward other players, live dealers, or staff.

We monitor, log, and record activity in all communication channels available on the Website for security, compliance, and player protection purposes. Consequences of unacceptable behaviour include account suspension or permanent closure, forfeiture of balances and winnings, and reporting to relevant authorities.

Where a Code of Conduct applies to player behaviour in any communication channel on the Website, it will be made available at [\[link to Code of Conduct\]](#) and forms part of these Terms by reference.

4.8 Data Protection and Retention

We process and retain your personal data in accordance with our Privacy Policy, which is available at [\[link to Privacy Policy\]](#). The Privacy Policy covers the collection, use, storage, retention, and sharing of your personal data in compliance with applicable law including GDPR and the National Ordinance on Games of Chance (LOK). Player data is retained for a minimum of five (5) years following account closure, in line with Curaçao AML record-keeping obligations, unless a longer retention period is required by applicable law.

5. Deposits

You may only participate in wagering and gaming if you have sufficient funds in your Account. Deposits may be made in Cryptocurrency or Fiat (where available). Minimum deposit amounts are displayed in the cashier. Deposits below the minimum are void and will not be credited or returned.

You may only deposit funds that lawfully belong to you. The Company is not responsible for funds sent to incorrect addresses, networks, or wallets, and such funds may be irrecoverable. Please verify all deposit details carefully before initiating any transfer.

We reserve the right to request KYC verification at any point in connection with your deposits. Some payment methods may carry additional fees, which will be displayed in the cashier.

6. Withdrawals

6.1 General Withdrawal Conditions

All withdrawals are processed in Cryptocurrency only (unless the Website expressly states otherwise). Minimum withdrawable amounts and applicable limits are displayed in the cashier. To withdraw funds deposited, at least three blockchain confirmations of the relevant deposit are required before a withdrawal request can be submitted.

6.2 Wagering Requirement on Deposits

We require at least 1x wagering of the deposited amount before a withdrawal request will be accepted. Deposits made without adequate wagering may be subject to withdrawal restrictions and enhanced compliance checks.

6.3 KYC at Withdrawal

KYC verification is required where cumulative deposits and withdrawals on your Account exceed XCG 4,000 (approximately EUR 2,000). We may also require KYC for smaller withdrawals based on our licensing conditions or risk assessment. Account Holders wishing to recover funds from a closed, locked, or excluded Account should contact Customer Support at support@power.win.

6.4 Processing Times

Expected average withdrawal processing times are as follows:

- Cryptocurrency withdrawals: 0–24 hours from approval (subject to network conditions and our compliance review). Complex or high-value withdrawals may take longer.
- Fiat withdrawals (where available): processing times will be displayed in the cashier and are subject to payment provider timelines.

Deposit confirmations depend on the relevant blockchain network and are outside our control.

6.5 AML Monitoring

All transactions are monitored for fraud and money laundering. We may suspend, block, or close your Account and withhold funds where required under applicable AML laws, sanctions, or licensing conditions. Enhanced due diligence applies to withdrawals of funds not used for wagering or where wagering patterns appear inconsistent with recreational use.

6.6 Anti-Mixing Policy

We reserve the right to apply a wagering requirement of at least 5x the deposit amount where we reasonably suspect the platform is being used primarily as a fund transfer mechanism (mixing), including rapid in/out activity, circular flow patterns, or use of high-risk wallet clusters. Use of our services for any purpose other than entertainment is strictly prohibited.

6.7 Security Lock

If we detect a password change and/or subsequent access from an Unfamiliar IP/Device, we may apply a 24-hour withdrawal lock for security purposes. The lock may be lifted earlier where we are satisfied you are the legitimate Account holder.

6.8 Promotional Withdrawal Conditions

Certain promotions may be subject to withdrawal restrictions which must be met before promotional funds can be withdrawn. If you request a withdrawal before applicable wagering requirements are fulfilled, promotional funds and associated winnings will be deducted before the withdrawal is approved.

6.9 Miscellaneous

We may process large withdrawals in tranches where reasonably necessary for risk management or compliance. Transaction and network fees may be deducted from withdrawals where applicable and will be displayed in the cashier. Erroneous credits remain the property of the Company and must be notified immediately; any erroneous funds withdrawn constitute a recoverable debt.

7. Funds

7.1 Non-Financial Institution Status

The Company is not a financial institution and does not provide banking services. No interest is owed or paid on any funds held in your Account.

7.2 No Credit

We do not extend credit. You may only wager using funds available in your Account balance.

7.3 Remittance Rules

The general rule is that funds are returned only to the account or wallet from which they originated. Where this is not possible, we will work with you to identify an appropriate alternative, subject to our AML/CFT obligations. Situations that may require an alternative remittance process include (but are not limited to):

- Your payment instrument, exchange account, or PSP wallet has been suspended, closed, or is otherwise unavailable.
- The originating wallet is lost, deactivated, or inaccessible.
- The originating wallet or address has been flagged as sanctioned, blocked, or non-compliant.

7.4 Crypto-Specific Remittance

In relation to Cryptocurrency funds specifically:

- Delisted tokens: if a Cryptocurrency you have deposited is delisted from the Website, we will notify you and provide a reasonable period to withdraw or convert your balance. Where this is not possible, we will determine a fair value in a supported Cryptocurrency or Fiat.
- Chain forks: in the event of a blockchain fork affecting a supported Cryptocurrency, we will determine in our reasonable discretion how to treat forked assets, considering standard industry practice and player interests. We will communicate our approach to affected players.
- Sanctioned or blocked addresses: we are unable to process transactions to or from wallet addresses that are sanctioned, blocked, or associated with prohibited activity. Where your withdrawal address is flagged, we will notify you and request an alternative address subject to satisfactory verification.

7.5 Double Spend

Where you are suspected of attempting to use a double spend methodology or similar technique to reverse, replace, or invalidate a deposit after wagering, we may void all associated bets and winnings and suspend or permanently close your Account.

8. Bonuses and Promotions

8.1 General

Bonus terms are clear, fair, and prominently disclosed either in these Terms or in linked promotion-specific terms. Players must explicitly accept bonus terms before participation. No player will be time-barred from accessing a bonus in a way that prevents them from reviewing the full terms before opting in.

8.2 Wagering Requirements

Unless a specific promotion states otherwise, the standard wagering requirement for bonuses is 35x (thirty-five times) the bonus amount. Wagering requirements must be met before bonus funds or associated winnings can be withdrawn.

8.3 Maximum Win Cap

Unless a specific promotion states otherwise, the maximum amount that can be withdrawn from bonus winnings is 2x (two times) the original bonus amount. Any winnings exceeding this cap will be voided.

8.4 Excluded Games Policy

We apply an Excluded Games policy to all bonus and promotional wagering, including deposit bonuses, free bets, cashback converted to bonus, and any promotional credits. As a general rule, bonus wagering is restricted to higher-variance games. Games that can materially reduce house edge or enable advantage play or low-risk conversion strategies are excluded.

The following categories are excluded from bonus wagering as a minimum:

- All table games (including blackjack, roulette, baccarat, and poker variants).
- Video poker and virtual table games.
- Live casino games (excluded by default unless explicitly approved in writing for a specific promotion).
- Jackpot and progressive jackpot games (excluded by default unless specified in the applicable promotion terms).
- Low house-edge or advantage-prone originals (including dice, limbo, coinflip, and plinko variants with very high RTP configurations or predictable strategies).
- Any games with an RTP above our configured threshold for bonus wagering, or games flagged by the game provider or aggregator as bonus-restricted.

The following are permitted for bonus wagering by default:

- Standard (non-progressive) slots.
- Selected approved originals, subject to applicable RTP and bet limits as specified in the relevant promotion terms.

A final game-level excluded list (by provider and game ID) will be published and maintained once the full content catalogue is confirmed. This list will be kept configurable and enforceable at all times via our bonus engine and rules system. Until the final list is published, the category exclusions above apply. Playing an excluded game during bonus wagering may result in wagering contributions not being counted and, in cases of abuse, forfeiture of bonus funds and associated winnings.

8.5 Expiry and Forfeiture

Bonus funds and free spins have an expiry period, which will be stated in the relevant promotion terms. Unused bonus funds will be forfeited upon expiry. Withdrawal restrictions and all other general bonus conditions will be disclosed in the applicable promotion terms.

8.6 Bonus Abuse

We reserve the right to void bonuses, winnings, and related funds where we reasonably suspect bonus abuse, including (without limitation) use of multiple Accounts, coordinated play, or exploitative wagering strategies.

8.7 Non-Cashable Bonus Money

Bonus money credited to your Account is non-cashable unless expressly stated otherwise in the specific promotion terms. Bonus money may only be used for wagering. Upon withdrawal, bonus money will be removed from your balance. Only real-money winnings derived from wagering with bonus funds (subject to wagering requirements and win caps) are cashable.

9. Gameplay, Results, Cancellations, and Errors

9.1 Wager Acceptance

Wagers are accepted subject to these Terms and the applicable Game Rules. We reserve the right to refuse or void any wager at our discretion.

9.2 Cancellation and Changes to Events

In the event of cancellation of a game, event, or competition, the following principles apply:

- Wagers on cancelled events will be voided and stakes returned to your Account, unless otherwise specified in the Game Rules.
- Where an event is partially completed, settlement rules will be applied in accordance with the applicable Game Rules.

9.3 Errors and Malfunctions

In the event of errors, including:

- Odds or payout table errors;
- Software bugs or technical malfunctions;
- Live dealer human errors;
- RNG malfunctions;

we reserve the right to void affected wagers and return stakes to players. We will notify affected players as soon as reasonably practicable. Refund eligibility will be determined on a case-by-case basis, and our decision will be final subject to the complaints procedure in Section 13. In cases of clear system malfunction, no winnings arising from the malfunction will be paid. The mantra of “malfunction voids all pays and plays” applies.

9.4 Settlement Errors

If a wager is settled incorrectly (including due to human error in live dealer games), we reserve the right to correct the settlement at any time after the event. Overpayments resulting from settlement errors remain our property and will be recovered from your Account.

9.5 Primary Evidence

Our transaction and game logs constitute primary evidence in resolving any dispute regarding wager acceptance, game outcomes, or Account balances.

10. Inactive and Dormant Accounts

An Account is considered inactive where no login activity or wagering has been recorded for a continuous period of twelve (12) months.

Upon your Account becoming inactive:

- We will make all reasonable attempts to contact you using the registered email address on your Account, providing notice that your Account is approaching dormant status.
- You will be notified of any administrative fees that may apply (see below) before they are charged.
- Access restrictions may be applied to your Account.

Following a further period of inactivity (totalling 24 months from last activity), your Account may be closed. Any remaining balance will be held for a period of at least 5 years from the date of closure, during which you may reclaim it by contacting support@power.win and completing applicable KYC.

Administrative fees on dormant balances: if applicable, a monthly administrative fee may be deducted from dormant Account balances. Any such fee will be (a) fair and proportionate, (b) clearly disclosed in our Fee Schedule at [\[link to Fee Schedule\]](#), and (c) notified to you in advance. Fees will not reduce your balance below zero. No administrative fee will be applied until we have made reasonable attempts to contact you and provided at least 30 days' notice.

11. Suspension, Closure, and Termination

11.1 Company-Initiated Suspension or Termination

We may suspend, restrict, or close your Account in the following circumstances (without limitation):

- Breach of these Terms or any applicable policy.
- Suspected fraudulent activity, collusion, or bonus abuse.
- Failure to complete required KYC within a reasonable timeframe.
- Violation of applicable regulatory obligations.
- Receipt of a request from a competent authority.
- Self-exclusion or responsible gambling-related restrictions.

11.2 Funds on Suspension or Termination

Where your Account is suspended or terminated:

- Fiat funds (where applicable): any verified fiat balance will be returned via the original payment method or an agreed alternative, subject to applicable AML/CFT checks and deductions for amounts legitimately owed to us.
- Cryptocurrency funds: any verified Cryptocurrency balance will be returned to the originating wallet address or an alternative verified address, subject to our remittance rules in Section 7.3–7.4 and applicable AML/CFT obligations.
- Where funds cannot be immediately released (e.g., due to ongoing investigation), we will inform you of the reason and expected timeline.
- Funds associated with suspected fraud, bonus abuse, or pending compliance investigations may be withheld pending resolution.

11.3 Escalation

If you are not satisfied with our decision regarding Account suspension or closure, you may escalate your complaint using the process in Section 13.

11.4 Player-Initiated Account Closure

If you wish to close your Account, please follow this procedure:

- Send an email to support@power.win from your registered email address, stating your request to close your Account and, where applicable, your preferred method for return of any remaining balance.
- We will confirm receipt of your request within 2 business days.
- Account closure will be completed within 5 business days of confirmation, subject to completion of any outstanding KYC requirements and resolution of pending wagers or bonus conditions.
- Any verified balance will be returned in accordance with our withdrawal process (Section 6) and remittance rules (Section 7.3–7.4).
- Self-service account closure is not currently available. We are working to introduce this feature in a future product update.

12. 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

full Responsible Gambling Policy is available at [\[link to Responsible Gambling Policy\]](#) and is incorporated into these Terms by reference.

12.1 Our Commitment

Every member of the Power.win team receives regular training on Responsible Gambling. All customer-facing team members complete annual Responsible Gambling training, and their participation is tracked and reviewed. Our staff know how to spot warning signs, how to guide players back into control, and how to activate the tools available on the platform.

12.2 Responsible Gambling Tools

The following tools are available to all registered players and can be accessed under the “Responsible Gaming” tab in your Account Settings:

- Deposit limits: daily, weekly, and monthly deposit limits that you can set to restrict your deposits.
- Loss limits: daily, weekly, and monthly loss limits to restrict your net losses.
- Session timeouts: set a time limit on a single gaming session, after which you will be logged out.
- Reality checks: receive periodic reminders during gaming sessions of time elapsed.
- Cool-off period: request a temporary break from the platform for 24 hours to 30 days. Once activated, cannot be cancelled early.
- Self-exclusion: if you feel your gambling is getting out of hand, you can request a self-exclusion period by contacting our customer support at support@power.win with your personal details and preferred time frame. Your Account will be temporarily deactivated for the duration of your choice. Once initiated, self-exclusion cannot be undone or cancelled early. Your Account will remain deactivated until the chosen period has elapsed, after which you must take active steps to reactivate it.

To request a cool-off period or self-exclusion, contact support@power.win with your account details and the duration required.

12.3 Prohibition on New Accounts During Exclusion

During any cool-off or self-exclusion period, you must not attempt to open a new Account. Any new Account opened during an exclusion period will be permanently closed and associated funds may be withheld pending review.

12.4 Protecting Minors

It is strictly prohibited for anyone under 18 years of age to register or play on Power.win. We reserve the right to verify age at any time. Accounts found to belong to minors will be permanently closed. 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.

12.5 Responsible Marketing

We do not target minors, vulnerable individuals, or anyone at risk. Our promotions are designed to be fair, clear, and never misleading.

12.6 Support and Independent Resources

Your safety and long-term enjoyment matter more than any single session. If you need help or want to talk, contact us at support@power.win at any time.

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

- Gamblers Anonymous (GA): www.gamblersanonymous.org — a fellowship of people who share their experience to help themselves and others recover.
- Gam-Anon: www.gam-anon.org — support for family and friends of problem gamblers.

The certification of our responsible gambling tools is provided by Lean Lab Company Limited (trading as RiskCherry), Malta — the same laboratory that issued our RNG compliance certification (Report ID: CHERRY.222626.MGA.R0).

13. Complaints and Disputes

We take all complaints seriously. Our full Complaints Policy is available at [\[link to Complaints Policy\]](#) and is incorporated into these Terms by reference.

Step 1 — Contact Player Support

Submit your complaint to support@power.win. Please include your Account username, a description of the issue, and any supporting evidence. We will acknowledge receipt of your complaint within 48 hours.

Step 2 — Escalation to Compliance

If you are not satisfied with the initial response, you may escalate to compliance@power.win. Please include your original complaint reference. We will provide a substantive response within 14 days.

Step 3 — Regulatory Escalation

If your complaint remains unresolved following the above steps, you may escalate to the Curaçao Gaming Authority via its published complaints mechanism. Details of the CGA complaints process are available at [\[CGA complaints link\]](#).

Time limits for raising complaints: complaints must be submitted within 6 months of the event giving rise to the complaint. We reserve the right to decline complaints submitted outside this period.

14. Limitation of Liability and Disclaimers

To the fullest extent permitted by applicable law:

- We are not liable for losses caused by blockchain network failures, third-party payment provider outages, or other technical infrastructure outside our direct control.
- In cases of technical failure, our liability is limited to returning your staked amount for affected wagers.
- In cases of fraud or unauthorised account access resulting from your failure to maintain credential security, our liability is limited as described in Section 4.3.
- In cases of live dealer human error, wagers will be voided and stakes returned. No additional liability applies.
- Our aggregate liability for any claim arising under these Terms is limited to the net amount you have deposited with us in the 30-day period prior to the event giving rise to the claim.

Nothing in these Terms limits our liability for death or personal injury caused by our negligence, fraud, or any other liability that cannot be excluded by applicable law.

15. Confiscation or Limitation of Winnings

We reserve the right to withhold, void, or confiscate winnings, and to refuse or limit payouts, in the following circumstances:

- Where your Account is found to be in breach of these Terms, including bonus abuse, collusion, or use of prohibited strategies.
- Where winnings result from a technical error, malfunction, or incorrectly displayed odds (see Section 9).
- Where your Account is subject to an ongoing AML/CFT investigation or has been flagged by a competent authority.
- Where deposits associated with winnings are reversed, invalidated, or not finally confirmed on the relevant blockchain (double spend — see Section 7.5).
- Where winnings arise from wagers placed while in a Restricted Jurisdiction or by an ineligible player.
- Where winnings exceed the maximum win cap applicable to a specific promotion (see Section 8.3).

Before confiscating winnings, we will notify you of the reason and provide an opportunity to respond, except where legal obligations prevent this. Confiscation decisions are subject to our Complaints Procedure in Section 13.

16. Currency for Bets and Prize Money

16.1 Betting Currency and Prize Money

Prize money won on any wager will be credited to your Account in the same currency in which the wager was placed, including Cryptocurrency. Where currency conversion is required (e.g., due to a game displaying in a different base currency), the applicable exchange rate will be displayed at the time of wagering.

16.2 Non-Cashable Prize Money

The following types of prize money are non-cashable unless expressly stated otherwise in applicable promotion terms:

- Bonus money credited as part of any promotion.
- Free spin winnings (credited as bonus money, subject to applicable wagering requirements).

Non-cashable prize money may be used for wagering in accordance with the applicable bonus or promotion terms but cannot be directly withdrawn. Only real-money winnings derived from meeting applicable wagering requirements are withdrawable.

17. Fairness and Game Rules

All casino games available on the Website use Random Number Generators (RNGs) that have been independently assessed and certified as compliant by Lean Lab Company Limited (trading as RiskCherry), an accredited test laboratory at MO.2, Ruby Ninu, Pendergardens, Block 17, Level 1,

Triq Gort, San Giljan, STJ 9023, Malta. The RNG certification (Report ID: CHERRY.222626.MGA.R0, issued 26 March 2026) was conducted against the MGA Remote Gambling and Software Technical Standards (February 2021, as updated January 2025). The Power.win RNG is a Provably Fair, SHA-256 cryptographic hash-based system, assessed as compliant with all applicable randomness requirements. A copy of the certification report is available upon request from support@power.win.

How game results are determined:

- RNG games (slots, virtual table games): results are determined by certified RNG outputs. Each game round is independent.
- Live dealer games: results are determined by the physical actions of the live dealer (card dealing, roulette wheel spin, etc.), observed via live video stream. In the event of a dispute involving a live dealer game, our video records constitute primary evidence.
- Future sportsbook (planned): settlement will be based on official results from designated data providers. Dispute resolution rules will be published in the applicable sportsbook product terms prior to launch.

Discrepancies between displayed results and actual outcomes will be resolved using our server-side game logs, which are the authoritative record.

18. Final Provisions

18.1 Governing Law and Jurisdiction

These Terms are governed by the laws of Curaçao. Any disputes arising from or in connection with these Terms shall be submitted to the competent courts of Curaçao, subject to any mandatory consumer protections applicable to you.

18.2 Severability

If any provision of these Terms is found invalid or unenforceable, the remaining provisions will remain in full force.

18.3 No Waiver

Failure to enforce any provision of these Terms is not a waiver of that provision.

18.4 Assignment

We may assign our rights and obligations under these Terms as part of a corporate restructure, merger, or sale.

18.5 Entire Agreement

These Terms and the documents referenced herein (including the Responsible Gambling Policy, Privacy Policy, Bonus Terms, and Game Rules) constitute the entire agreement between you and us regarding the Website.

18.6 Player Support Contact Details

For all player enquiries, complaints, and account-related matters:

- General support: support@power.win
- Compliance escalations: compliance@power.win

- Registered address: Zuikertuintjeweg Z/N, Curaçao

18.7 Periodic Review

These Terms are reviewed periodically and updated in line with regulatory changes, including any amendments to CGA policy guidelines. The version date and version number at the top of this document indicate the current applicable version. Previous versions are available upon request from support@power.win.

18.8 Compliance and Enforcement

Failure by the Company to comply with these Terms or applicable CGA policy guidelines may constitute a breach of Article 11 of the Licence Conditions, in conjunction with Article 5.8(k) of the National Ordinance on Games of Chance. This may result in regulatory action including directives to amend Terms, administrative fines, or suspension or revocation of the Licence.

19. Future Sportsbook

We currently offer casino and live dealer Games. A sportsbook is planned as part of our product roadmap and is anticipated to be made available during the current licence period. The sportsbook will be provided by a third-party partner and integrated into the Power.win platform.

When the sportsbook launches, additional product-specific terms will apply (including event settlement rules, odds rules, and sport-specific restrictions). We will publish those terms prior to launch and require your active acceptance before you can use the sportsbook.

20. Miscellaneous

English precedence: these Terms may be published in multiple languages for accessibility. The English version is the sole legal basis of the relationship between you and us and takes precedence in the event of any discrepancy.

Curaçao private law: these Terms are without prejudice to the mandatory provisions of Curaçao private law, including the rules on general terms and conditions in Book 6 of the Curaçao Civil Code.