

RESPONSIBLE GAMING POLICY

Introduction

At **Complex Technologies B.V.**, we are fully committed to promoting responsible gambling and protecting our players from the risks associated with problem gambling. All users must understand that gambling should only be undertaken for entertainment purposes. This policy outlines the measures, tools, and resources available to ensure a safe gaming environment.

Risks of Gambling Addiction

At **Complex Technologies B.V.**, we strongly suggest that you approach gambling responsibly. While gambling can be entertaining, we recommend being mindful of the potential risks if it is not managed carefully.

Financial Risks

We suggest that you always monitor your gambling expenses and avoid spending more than you can afford. Overextending financially can lead to:

- **Debt accumulation:** Borrowing money or relying on credit to fund gambling may worsen financial stress.
- **Budget disruption:** Exceeding your budget may affect essentials such as rent, bills, groceries, or education.
- **Selling assets or savings:** Using personal savings or selling possessions to continue gambling can have long-term consequences.
- **Chasing losses:** Attempting to recover lost money by increasing bets often leads to further losses.

Emotional and Psychological Risks

We suggest that you pay attention to how gambling affects your emotional wellbeing.

Gambling at **Complex Technologies B.V.** may lead to:

- **Stress and anxiety:** Worrying about losses or future gambling sessions.
- **Depression or mood disturbances:** Feeling guilt, shame, or hopelessness related to gambling.
- **Sleep and concentration issues:** Late-night gambling can disrupt sleep and focus, affecting daily life.
- **Irritability or mood swings:** Emotional fluctuations that may impact your relationships and work.

Social and Relationship Risks

We suggest considering how gambling might affect your relationships and social life:

- **Family conflict:** Gambling-related disputes or secrecy can strain relationships.
- **Friendship impact:** Prioritizing gambling over social interactions can cause isolation.
- **Professional consequences:** Excessive gambling may interfere with work performance or job security.
- **Legal risks:** Gambling beyond your means may sometimes lead to unlawful actions to cover losses.

Maintain balance.

Early Warning Signs

We suggest monitoring your behavior for signs of potential gambling problems:

- **Chasing losses:** Trying to win back lost money.
- **Increasing stakes:** Betting more than usual to regain excitement or recover losses.
- **Neglecting responsibilities:** Missing work, school, or personal obligations due to gambling.

- **Preoccupation with gambling:** Constant thoughts about betting or planning sessions at **Complex Technologies B.V.**
- **Restlessness or irritability:** Feeling anxious when not gambling.
- **Secrecy:** Hiding gambling habits from friends or family.

Long-Term Considerations

We suggest recognizing that unmanaged gambling can have lasting effects, such as:

- Persistent financial difficulties
- Deterioration of mental health
- Strained relationships or social isolation
- Reduced overall life satisfaction

Recommendations for Self-Control

At **Complex Technologies B.V.**, we strongly suggest that you practice self-control to ensure gambling remains an enjoyable activity and does not negatively impact your life. Responsible gambling begins with conscious choices, and we encourage all players to adopt the following practices:

Setting Personal Budgets

We suggest that you define a clear gambling budget before you begin. This means:

- Determining an amount of money you are comfortable losing without it affecting your daily life.
- Treating deposits at **Complex Technologies B.V.** as entertainment expenses, similar to dining out or watching a movie.
- Avoiding attempts to recover previous losses by exceeding your set budget.

Time Management

We suggest that you set a specific time limit for each gambling session. This includes:

- Allocating a reasonable duration for each session, whether it's 30 minutes, 1 hour, or any time you feel comfortable with.
- Taking regular breaks to prevent fatigue, stress, or impulsive decision-making.
- Using timers, alarms, or in-platform reminders to track session lengths.

Avoid Gambling Under Stress or While Impaired

We strongly suggest avoiding gambling when your judgment is impaired, such as:

- Feeling tired, upset, or emotionally distressed.
- Under the influence of alcohol, drugs, or medications that may affect decision-making.

Tracking Your Activity

We suggest that you monitor your gambling activity regularly to maintain awareness of your habits:

- Keep records of deposits, wins, losses, and gameplay patterns.
- Use **Complex Technologies B.V.**'s in-platform tools to review your activity history and detect trends.
- Evaluate your spending and time to ensure it aligns with your personal limits and goals.

Recognizing Warning Signs

We suggest that you pay attention to potential warning signs that your gambling may be becoming problematic:

- Gambling beyond your means or chasing losses.
- Experiencing anxiety, irritability, or preoccupation with gambling.
- Neglecting work, studies, or personal responsibilities.
- Experiencing conflicts with friends, family, or colleagues due to gambling.

Player Control Tools and Limit Options

At **Complex Technologies B.V.**, we encourage all players to actively manage their gambling activity. We provide a range of control tools and limit options designed to help you gamble responsibly and maintain full awareness of your spending and time. We suggest that you explore and use these tools according to your personal needs.

Deposit Limits

We strongly suggest that you set limits on how much money you deposit to **Complex Technologies B.V.**:

- You may set daily, weekly, or monthly deposit limits.
- These limits help you control the total amount of money entering your account, preventing overspending and financial strain.
- Limits can be adjusted gradually within your account settings, subject to verification and applicable cooling-off periods.

Loss Limits

We suggest that you define the maximum amount you are willing to lose over a specific period:

- Loss limits allow you to cap potential losses and maintain a sustainable gambling experience.
- These limits can be set on a daily, weekly, or monthly basis, and help prevent chasing losses.
- Adjustments are subject to verification procedures and may require a cooling-off period to take effect.

Wagering Limits

We recommend that you restrict the size of individual wagers to maintain control over each session:

- Wagering limits can be applied per session, per game, or per day.
- These limits help minimize impulsive betting behavior and reduce the risk of rapid losses.
- Adjustments may require verification and are subject to any mandatory cooling-off periods.

Session Reminders

We strongly suggest that you use session reminders to monitor the time you spend gambling:

- Alerts notify you when you have spent a predetermined amount of time on **Complex Technologies B.V.**
- These reminders help prevent long, continuous sessions that can lead to fatigue or impaired judgment.

Adjusting or Removing Limits

We recommend that you review and adjust your limits as needed:

- Limits can be increased, decreased, or removed through your account settings.
- Changes are subject to verification and may involve cooling-off periods to ensure decisions are made thoughtfully.
- This process is designed to protect your financial well-being and promote responsible gambling.

Temporary Account Suspension

At **Complex Technologies B.V.**, we suggest that players use temporary account suspensions if they feel the need to take a break from gambling. This feature is designed to help you regain control over your gambling habits, manage risk, and prevent impulsive behavior, without committing to long-term self-exclusion.

How Temporary Suspension Works

Players may request a temporary suspension of their account for a period ranging from 24 hours up to 6 months, depending on personal needs.

During this suspension period:

- Access to all games and betting services will be blocked.

- Players will not be able to log in, place bets, or make deposits.
- Any pending withdrawals will be processed according to standard **Complex Technologies B.V.** procedures.

Benefits of Temporary Suspension

We suggest that players use temporary suspensions as a preventive measure, including:

- Reducing the risk of impulsive gambling during stressful periods.
- Allowing time to reflect on gambling behavior and regain control.
- Acting as a bridge between regular play and self-exclusion, offering a less drastic intervention while still providing meaningful protection.

Requesting a Suspension

Temporary suspensions can be initiated directly from your **Complex Technologies B.V.** account settings or by contacting customer support. Verification steps may be required to confirm the request and ensure it is implemented properly. Once the suspension is active, all account activity will be automatically blocked, and you will receive confirmation from **Complex Technologies B.V.**

Our advice: Plan ahead when requesting a suspension. Consider your personal schedule, finances, and emotional state to maximize the benefit of this break.

Ending a Temporary Suspension

Suspensions automatically expire at the end of the selected period. Players may also request to lift the suspension early, subject to verification and **Complex Technologies B.V.**'s responsible gambling policies. We suggest caution before ending a suspension prematurely, as the primary purpose is to provide a safe period of reflection and control.

Self-Exclusion

At **Complex Technologies B.V.**, we strongly suggest that players consider self-exclusion if they recognize serious difficulties in controlling their gambling. This is a long-term protective measure designed to help you step back from gambling entirely, allowing time to regain control over your behavior, finances, and overall well-being.

Purpose of Self-Exclusion

Self-exclusion is intended for players who:

- Notice that gambling is negatively impacting their personal, professional, or financial life.
- Have tried temporary suspensions or other control measures but still struggle to gamble responsibly.
- Require a structured and enforced break from all gambling activities to prevent further harm.

Duration Options

Players may select a self-exclusion period that suits their needs:

- **6 months** – Short-term, suitable for players wanting a structured break.
- **12 months** – Medium-term, for those requiring extended protection.
- **Indefinite** – Long-term, for players experiencing severe gambling issues or requiring a permanent break.

Access Restrictions

During self-exclusion:

- Accountancy access is fully blocked; logging in, placing bets, or depositing funds is impossible.
- Attempts to create new accounts may be blocked using internal monitoring and verification systems to prevent circumvention.

- Communication from **Complex Technologies B.V.** may continue to provide support resources but will not include promotional content.

Reinstatement Process

After the selected self-exclusion period:

- Players may request account reactivation.
- Reinstatement involves verification and a responsible gambling review to ensure the player is ready to resume gambling safely.
- **Complex Technologies B.V.** may provide additional guidance or recommend further support before allowing account reactivation.

Support and Guidance

We encourage all players considering self-exclusion to:

- Reach out to **Complex Technologies B.V.** customer support for assistance in setting up self-exclusion.
- Contact professional support organizations specializing in gambling addiction for guidance, counseling, and recovery strategies.

Responsible Gaming Monitoring

At **Complex Technologies B.V.**, we are committed to helping you gamble responsibly. We employ advanced player behavior monitoring tools designed to identify early signs of potentially risky gambling patterns, allowing you to take action before problems escalate.

What We Monitor

Our systems look for behavior patterns that may indicate increased risk, including:

- Frequent large deposits or rapid loss accumulation, which can signal chasing losses beyond your means.
- Increasing stakes or bet amounts to recover losses, which may indicate loss-chasing behavior.
- Extended gambling sessions without breaks, which can affect judgment, concentration, and self-control.

Interventions When At-Risk Behavior Is Detected

If our monitoring tools detect potential at-risk behavior, **Complex Technologies B.V.** may take proactive steps to support you, such as:

- **Personalized Warnings:** You may receive messages highlighting your activity patterns and recommending steps to stay in control, such as setting limits or taking breaks.
- **Account Restrictions or Temporary Suspension:** To help you regain control, temporary restrictions may be applied, including suspension of account access for a short period.
- **Direct Support from Responsible Gaming Team:** Our trained team may contact you to provide guidance, discuss available tools, and offer practical support to maintain responsible gambling habits.

Guidance for Players

We recommend that you:

- Pay attention to warnings and follow the advice provided.
- Utilize limit-setting tools proactively rather than reactively.
- Reach out to **Complex Technologies B.V.**'s responsible gaming team or professional support services if you feel gambling is affecting your finances, wellbeing, or relationships.

Complex Technologies B.V. Support

Complex Technologies B.V.'s Customer Support Team is available to assist you with:

- Guidance on responsible gambling practices
- Setting, adjusting, or reviewing deposit, loss, and wagering limits
- Managing temporary account suspensions
- Initiating self-exclusion or discussing long-term responsible gaming measures

Do not hesitate to contact us if you feel unsure about your gambling behavior. Our team is trained to provide non-judgmental, practical support to help you maintain control and enjoy gambling safely. Also, our Customer Support Team is available to provide guidance on responsible gambling tools, including:

- Setting deposit, loss, or wagering limits
- Initiating temporary suspensions or self-exclusion
- Accessing educational resources and awareness materials

Players can contact Customer Support via the in-platform chat, email, or official support portal.

Recommendations for Players

Keep contact details of support services readily available. Combine professional advice and your personal self-control strategies for maximum protection against gambling-related harm.

Education and Awareness

At **Complex Technologies B.V.**, we believe that knowledge is key to responsible gambling. We actively promote awareness and provide educational resources so players can make informed choices and maintain control over their gambling activity.

Informational Resources

Players have access to a variety of educational materials designed to help them understand and manage gambling responsibly:

- Articles and guides covering safe gambling practices, risk recognition, and strategies for maintaining control
- Self-assessment tools to help players evaluate their gambling behavior and identify early warning signs
- Practical tips for setting budgets, managing time, and using available account limits effectively

Complex Technologies B.V. provides real-time reminders and notifications to encourage responsible play:

- Session time alerts to prevent extended periods of gambling
- Deposit and loss reminders to help players stay within their pre-set limits
- Personalized prompts when at-risk behavior patterns are detected

Regular Communication

Players may receive periodic messages and updates from **Complex Technologies B.V.**, aimed at:

- Raising awareness of gambling risks and healthy gaming habits
- Encouraging the use of responsible gaming tools such as limits, suspensions, or self-exclusion
- Sharing news about new features or resources that support responsible gambling

Policy Updates and Enforcement

At **Complex Technologies B.V.**, we are committed to continuous improvement of our Gaming Responsible practices. This Policy may be updated from time to time to reflect:

- Evolving best practices in the field of responsible gambling
- New research on gambling-related risks and mitigation strategies
- Changes in regulatory requirements applicable to the industry

Notification of Changes

Players will be notified promptly of any significant updates to this Policy. Notifications may appear via email, in-platform messages, or account alerts.

Enforcement of Responsible Gambling Rules

Complex Technologies B.V. monitors adherence to responsible gambling guidelines actively. Failure to follow responsible gambling practices may result in:

- Temporary account restrictions (e.g., deposit, wager, or access limits)
- Temporary account suspension to encourage reflection and reset of gambling behavior
- Permanent account closure in cases of persistent non-compliance or high-risk behavior