

Responsible Gaming Policy

This Policy contains provisions applicable to the website **livebetline.com** owned by **Complex Technologies B.V.**, a company registered in Curacao with license number **OGL/2024/334/0243**. We are committed to promoting responsible gaming and protecting players from the risks associated with gambling addiction.

Gambling problems are associated with poor mental health and can manifest in depression, anxiety, and suicidal thoughts. They also have an adverse effect on family relationships, work, academic performance, and can lead to bankruptcy or crime. Gambling should be an enjoyable pastime and not a way to make money. Unfortunately, in some cases abuse of gambling can lead to problems. We take care of our customers and make every effort to provide a safe and reliable service which our customers can use without any damaging consequences.

Our company does not allow underage gambling (**for persons under the age of 18**). We do not advertise our products and services to minors or mentally vulnerable people. We guarantee that our advertising, sponsorship, and marketing activities do not contain any information aimed at attracting underage persons to the Service.

If you share your computer with underage people, you should make sure that they do not have access to usernames, passwords, and banking details. There is software available for limiting access to gambling, for example NetNanny and Cyber Patrol.

We regularly carry out checks to determine the age of our customers to guarantee that all our players have reached the legal age. We implement a strict age verification process using government-issued ID checks to ensure compliance with regulatory requirements. Players will not be able to deposit or place bets until their age has been verified.

In some cases, our checks cannot confirm the customer's age, and we request the added information to confirm that the player has reached the legal age.

If a player is suspected to be underage, their account will be immediately suspended, and any deposited funds will be refunded. Any winnings accrued will be forfeited, and the account will remain closed.

The legal age for betting and gambling is determined by laws of your country and is usually 18 years.

Our advertising campaigns are designed to be clear and transparent, providing accurate information about our services. We strive to inform customers about their chances of winning and the associated risks. While our services require payment, we do not encourage excessive spending.

To test the level of your gambling addiction, please answer “Yes” or “No” to the questions below:

Is your spending out of control?

Do you typically borrow money or steal to continue gambling?

Have you been spending less time with your family and loved ones lately?

Have opinions of others about your activity on gambling Services started to irritate you?

Have you lost interest in your hobbies or usual leisure activities?

Are you feeling depressed or sometimes even think of suicide because of losing?

Have you ever lied to cover up the amount of time or money that you have spent on gambling?

If you answered “Yes” to most of the questions above, then it is likely that you have a gambling problem.

It’s never too late to admit that you have an addiction and to address it. We value our customers and will certainly never contribute to the problem. Please read the following tips to help you reduce the risk of developing a gambling addiction:

Do not consider gambling as your main source of income.

Put a cap on the amount of money and time you want to spend and do not exceed the limits you set.

Only gamble with money that you can afford to lose.

Avoid the temptation to chase your losses.

Do not gamble if you are under the influence of alcohol or drugs or are feeling depressed.

Responsible Gaming Tools

To help players gamble responsibly, we offer the following tools:

- Self-assessment questionnaire
- Reality check pop-ups
- Deposit, wager, and loss limits
- Cooling-off periods (24 hours, 7 days, 1 month, 3 months)

- Self-exclusion options

Reality Check

A real-time session timer will be visible at all times while a player is logged in. Additionally, players can activate periodic pop-up messages that provide details on session duration, winnings, and losses. These messages will pause gameplay and require the player to acknowledge them before continuing.

Self-Exclusion

For those who want to set limits on their gambling, the Company offers a voluntary self-exclusion service, which allows a customer to close their account or restrict their gambling activities for the following periods:

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

Once a self-exclusion request is submitted, it will take effect immediately and cannot be reversed before the selected period ends.

The company will ensure that all self-excluded players are removed from marketing and promotional lists and that all associated payment methods are blocked for the duration of the exclusion.

Self-exclusion records will be retained for a period of 5 years to ensure compliance with regulatory requirements.

Deposit Limits

Players can set deposit limits on a daily, weekly, or monthly basis. Requests to lower limits will take effect immediately, while requests to increase limits are subject to a mandatory 7-day waiting period before being applied.

Cooling-Off Periods

Players must be able to activate cooling-off periods via a single-click option on the platform, without requiring email communication or additional approval. Once activated, the cooling-off period will be enforced immediately. Players may activate a cooling-off period of 24 hours, 7 days, 1 month or 2 months. The cooling-off options are immediately available in the Responsible Gaming section of the website. During this period, players cannot deposit funds, place bets, or access gaming features. A cooling-off period cannot be revoked early; however, players may request an extended exclusion at any time.

Behavior Monitoring & Intervention

We actively monitor player behavior using automated systems and trained staff to detect signs of problem gambling. Key indicators include:

- Frequent reversal of withdrawals
- Unrealistic spending patterns
- Excessive session durations
- Repeated increases to responsible gaming limits
- Multiple payment methods used to bypass limits

When problematic behavior is detected, intervention actions will be documented and retained for regulatory review. Our Responsible Gaming team may apply additional restrictions, contact the player, or enforce exclusion if necessary.

To contact our support team, the player can email to: **complaints@livebetline.com**

Marketing & Advertising Compliance

Marketing campaigns will explicitly avoid targeting minors, self-excluded players, or financially vulnerable individuals. Advertisements must not portray gambling as a financial solution, use misleading tactics, or imply that skill influences outcomes in games of chance.

Complex Technologies B.V.

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