

Responsible Gaming Policy

Last updated 13 May 2025

This Responsible Gaming Policy is issued by Breakout Group B.V. (“our”, “we”, or “us”), a company registered in Curaçao under registration number 143362, with its registered address at Schout Bij Nacht Doormanweg 40, 1st floor, P.O. Box 4745, Curaçao. We are licensed and regulated by the Curaçao Gaming Control Board under license No. OGL/2024/391/0299, issued on 15 November 2024 in accordance with the National Ordinance on Offshore Games of Hazard (Landsverordening buitengaatsse hazardspelen, P.B. 1993, no. 63) (“NOOGH”), authorizing the provision of games of chance.

We are fully committed to fostering a responsible gaming environment in compliance with the applicable regulatory framework. This Policy sets out the principles and measures we apply to mitigate gambling-related risks, protect vulnerable individuals, and ensure that gaming activities remain fair, safe, and sustainable.

At Odds96, we actively implement and continuously enhance a responsible gaming environment in full compliance with the regulatory framework established by the Curaçao Gaming Authority (CGA). We are committed to ensuring that all gambling activities on our platform are conducted responsibly and ethically. This Responsible Gaming Policy outlines the principles, obligations, and mechanisms that we put into practice to reduce gambling-related harm, protect vulnerable individuals, and maintain a safe, sustainable, and transparent gaming environment.

1. General principles

We recognize that while the majority of players engage in gambling as a form of entertainment, a small portion may develop problematic behaviors. To address this, we implement a comprehensive responsible gaming framework that:

- Prevents underage access to gambling;
- Identifies and safeguards vulnerable individuals;
- Provides clear and accessible tools for self-control;
- Ensures that all marketing is socially responsible;
- Promotes fairness, transparency, and informed decision-making by players;
- Integrates responsible gaming practices into employee training and operational procedures to enable early identification and intervention;
- Complies fully with all responsible gaming obligations set forth in the LOK and CGA guidelines.

2. Protection of minors

We do not allow individuals under the age of 18 to access our gambling services. To ensure compliance, we:

- Implement robust age verification procedures during registration, including mandatory date of birth declaration and confirmation of legal age via a checkbox;

- Require submission of a government-issued ID before the first withdrawal or when defined thresholds are met;
- Conduct enhanced verification checks when needed, such as electronic validation or selfie verification;
- Immediately suspend and close any accounts suspected of underage access;
- Keep detailed records of all verification steps and their outcomes;
- Refund all deposits and void any winnings in confirmed cases of underage gambling.

3. Protection of vulnerable persons

We act in accordance with the LOK to protect individuals classified as “Vulnerable Persons,” including those unable to control their gambling, those declared bankrupt, or previously self-excluded. We:

- Proactively prevent known vulnerable persons from accessing games of chance;
- Use behavioural tracking systems to identify indicators of gambling-related harm, including increased deposit frequency, reversed withdrawals, long play sessions, or excessive contact with customer support;
- Maintain risk profiles for each player and apply tiered intervention protocols based on observed behaviors;
- Record all actions and interactions in our Player Account Management (PAM) system.

4. Responsible gambling tools

We provide all players with access to a full suite of responsible gaming tools, including:

Cooling-Off Periods

Players may activate temporary breaks from gambling for durations of 24 hours, 7 days, 1 month, or 3 months.

Self-Exclusion

We offer self-exclusion options that are irrevocable for selected durations (1 year, 3 years, 5 years, 10 years, or lifetime).

Deposit Limits

Players may set daily, weekly, or monthly deposit limits to control their spending.

Reality Checks and Time Limits

Optional features such as session timers, periodic alerts, and gameplay pause prompts are available to help players stay aware of their gaming habits.

5. Player self-assessment

We encourage players to regularly assess their gambling behavior and consider whether it remains a safe and enjoyable activity. Self-assessment tools can help individuals identify early signs of problem gambling.

Players who identify themselves as moderate or high-risk are encouraged to use the responsible gaming tools provided or to seek professional help.

6. Behavioural monitoring and interventions

We maintain a structured process to monitor, assess, and intervene when players exhibit signs of harm. Specifically, we:

- Continuously monitor transactional activity for red flags;
- Maintain player risk profiles with escalation protocols;
- Conduct timely outreach to players showing distress or compulsive gambling behavior;
- Offer relevant tools and referrals to support organizations during intervention;
- Apply operator-initiated exclusions when justified (e.g., severe risk or criminal activity);
- Ensure that responsible gaming measures are not used to delay or block legitimate withdrawal requests.

7. Advertising and marketing conduct

We ensure that all our marketing and promotional content:

- Is not directed at minors or vulnerable individuals;
- Does not portray gambling as a source of income or financial solution;
- Avoids associations with alcohol, drugs, seduction, or social status;
- Clearly includes responsible gaming messaging;
- Provides transparent and fair bonus terms;
- Does not interfere with a player's right to restrict or exclude themselves.

Additionally, we ensure that all third-party affiliates and influencers are contractually obligated to comply with these standards.

8. Staff training

We train all relevant staff, including customer support and VIP managers, to:

- Recognize signs of problematic gambling behavior;
- Communicate with at-risk players sensitively and effectively;
- Escalate cases appropriately to the Responsible Gaming Officer;
- Maintain accurate and complete logs of all relevant interactions.

9. Referral to Support Services

We provide players with clear access to independent support resources. Players who believe they may have a gambling problem are encouraged to seek help from recognized organizations such as:

- Gambling Therapy – [gamblingtherapy.org](https://www.gamblingtherapy.org)
- Be Gamble Aware – [begambleaware.org](https://www.begambleaware.org)
- GamBlock – [gamblock.com](https://www.gamblock.com)
- BetBlocker – [betblocker.org](https://www.betblocker.org)
- Gamban – [gamban.com](https://www.gamban.com)

At Odds96, we affirm our ongoing commitment to building a safe, ethical, and player-first gaming platform. We view responsible gaming as a shared responsibility between the operator, the player, and the regulator — and we implement this commitment seriously, transparently, and consistently.