

Responsible Gambling and Self-Exclusion Policy

Definitions

- 1. 10bet:** means the brand and all products offered 'Online' (accessed via a computer or laptop) via www.10bet.com and 'Mobile' (accessed via a mobile phone or tablet) and other similar URLs used from time to time.
- 2. Customer:** an individual who has registered for an account and engages in betting activities offered on the 10bet platform.
- 3. Gambling Platform:** a website, app, or other platform accessible via the Internet or mobile, wireless, or similar communications technology that provides customers with access to various forms of betting activities. The platforms offer a range of betting options such as Sports, Live Betting, Virtuals, Casino, Games and Live Casino.
- 4. Responsible Gambling Account Restriction:** This restriction is applied to the customer's account by 10bet in cases where gambling related concerns are identified, including situations where the customer does not acknowledge the issue.
- 5. Self-Exclusion:** a voluntary request from a customer to be excluded from gambling for a specific period.
- 6. Cooling-off:** a voluntary short break from gambling.
- 8. Uplift:** a voluntary request from the customer to reopen his/her account after the Self-Exclusion period has ended.
- 9. Unsettled bets:** bets which are not yet settled because the outcome is yet to be determined. The bets will be classed as settled after the result of the bets are known.
- 10. Vulnerable Person:** any individual who (i) is under the age of eighteen; or (ii) lacks sufficient control over his or her gambling behavior, resulting in or creating a risk of addiction to one or more games of chance and the potential to cause harm to themselves or others; or (iii) has been prohibited from participating in any game of chance, whether by enforcement or by self-exclusion; or (iv) has been declared bankrupt.

Responsible Gambling

At 10bet, we're committed to providing our customers with the very best in sports betting and casino entertainment. Sports betting and casino gaming can be a fun and enjoyable experience, and we work hard to make sure it stays that way. As such, we take the matter of responsible gambling very seriously and recommend our customers do the same to ensure a positive experience every time and prevent any possible issues arising before they have the chance to become a problem.

We actively monitor player behaviour to identify early signs of problem gambling. When risk indicators are detected, we follow structured procedures for assessment, intervention, and support, including the use of responsible gaming tools.

If you have any concerns or need assistance, we urge you to reach out to us directly by emailing help@10bet.com or using the live chat feature available on our site.

If you are unsure about your gambling habits, consider the following questions:

- Have you ever missed work, school, college or other responsibilities in order to gamble?
- Do you gamble as a way out from boredom or unhappiness?

- If you lost money gambling, how would you feel? Would it make you want to gamble more?
- Have you ever gambled money set aside for bills, rent, food, etc.?
- Do you feel any guilt over the amount of time you spend gambling?
- Has anyone ever mentioned the time you spend gambling?
- Would you consider stealing, lying or selling to obtain gambling money?
- Do you feel out of control regarding much you spend on gambling? Would you be upset if you had to spend it on other things or activities?
- Do you choose to gamble instead of spending time with friends or family?
- If you lose, do you feel an immediate need to win back your losses?
- Does stress make you want to gamble more?
- Is gambling making you unhappy?

If you answered yes to one or more of these questions, you may be experiencing gambling-related issues.

We recommend visiting www.gamblingtherapy.org and www.begambleaware.org for confidential support and expert advice.

You can also assess your habits using these tools:

- Gamblers Anonymous 20 Questions Quiz: <https://gamblersanonymous.org/20-questions>
- CAGE Questionnaire (Adapted for Gambling) (Contact customer support for this tool)

Regular self-assessment is an important step in maintaining control and ensuring a safe and healthy gaming experience.

Cooling-off:

The following Cooling off periods are available:

- 24 hours
- 7 days
- 1 month or
- 3 months

During a cooling-off period, you will still be able to log in to your account and request withdrawals; however, depositing funds will be restricted, and all gambling features will be disabled. Depending on your option, during the cooling-off period you can still receive further marketing materials, electronic communications, social media, VIP loyalty programme information and/or other promotions from us.

Please note that your betting account will automatically reopen after your Cooling-off period has ended. Should you wish to reopen your account before the Cooling-off period ends, please contact our Customer support team to assist you.

Cooling-off is currently processed through our Customer support team via email or live chat. However, this functionality will become fully self-managed through the website by the end of March 2026.

Self-exclusion

If you feel that your gambling has become problematic, you have the ability to self-exclude yourself by contacting Customer Service and requesting a self-exclusion period be applied to your account, or by using the self-exclusion functionality already available to players..

The following Self-Exclusion periods are available:

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

Once you make a request, your account will be restricted throughout the requested period, or permanently if permanent Self-exclusion was applied, and you will not be able to log-in. Any ante-post bets will be voided and refunded, subject to AML/CFT regulations.

Before you request a Self-exclusion, you must withdraw any funds you have in your betting account. It is our policy not to suspend or exclude accounts before all available funds have been withdrawn. It is your responsibility as the customer to ensure the withdrawal has been made.

Any unsettled bets with 10bet at the time that you enter into the Self-exclusion period will be settled on the result of the event. If your bet is a winner, your winnings will be automatically credited to your account.

Once applied, self-exclusion cannot be reversed or revoked for the duration of the selected exclusion period and it will remain in effect even if a written request for reinstatement is submitted. You will also no longer receive any further marketing materials, electronic communications, social media, VIP loyalty programme information and/or other promotions from us.

Please note the following:

- Upon your selected Self-exclusion period expiring, your account will not be automatically re-activated. Should you wish to reactivate your account after your exclusion period has ended, you must request it in writing by contacting Customer support team (by email or chat).
- Self-exclusion options will only apply to our Gambling Platform. It is your responsibility to Self-Exclude from all other Gambling Platforms.
- We will endeavour to apply your request as soon as practically possible. We will not consider your request as effective until it has been fully implemented and communicated to you. If, after this, you find that you can still access any of our services, it is your responsibility to inform us immediately.

Deposit limits

A self-imposed Deposit Limit feature is available, allowing customers to set limits on the amount of money they can deposit into their betting account on a daily, weekly, or monthly basis. This functionality can also be arranged through Customer Support upon request.

The deposit limit feature will not apply to crypto deposits.

Once a deposit limit is reached, you will not be able to deposit any additional funds until the specified period resets. Any request to increase the severity of a deposit limit will take effect immediately, while requests to decrease the severity of a deposit limit will be subject to a 24-hour waiting period before implementation.

Protection of Minors

In line with our 'over 18s only' policy, here are some steps you can take to protect minors and prevent them from accessing any 10bet site or associated information:

- Do not leave your account logged in and unattended
- Do not share your username, password, card details or sensitive data with anyone
- Do not use the "Remember Me" feature if you access 10bet from a shared computer, especially if you share your computer with children.
- Untick the 'save password' option
- Use separate computer profiles for yourself and minors
- Use child protection software such as Net Nanny or CYBERSitter to filter internet content

If you become aware of any underage user registered at 10bet, please bring it to our attention immediately by emailing us at help@10bet.com.

We further encourage you to use third-party tools that block access to gambling websites for minors, such as BetBlocker (www.betblocker.org), GamBlock (www.gamblock.com), and Gamban (www.gamban.com), to support responsible gambling practices.

Consumer Advertising and Marketing

At 10bet, we are committed to ensuring that all advertising and marketing activity is carried out in a socially responsible manner. Our marketing practices will never exploit Vulnerable Persons, misrepresent the nature of gambling, or encourage irresponsible behavior. In line with this commitment, we comply with the following principles:

- our marketing, including visual or written content, does not directly target Vulnerable Persons; we do not represent gambling as a means of achieving financial success, wealth creation, or as a solution to financial difficulties;
- we do not suggest or imply that skill can influence the outcome of games that are based purely on chance;
- we do not portray gambling as a substitute for financial, emotional, or mental well-being;
- we do not feature minors in any marketing content, nor do we depict them engaging with gambling-related material;
- we do not produce or endorse advertising, messaging, or communications that contain overt sexual or pornographic imagery or suggestion;
- we do not link gambling with smoking, drug use, alcohol consumption, seduction, or enhanced attractiveness;
- we do not use bonuses or promotions to encourage excessive or compulsive gambling behavior. All bonuses and promotions are communicated in a transparent manner, with clear and accessible terms and conditions;
- we take full responsibility for any marketing materials, communications, or campaigns produced by affiliates, representatives, sponsorships, ambassadors, or social media influencers when such activity represents a paid placement or advertisement;

- we ensure that any contracted third parties are made aware of this Responsible Gambling Policy and are required to adhere to it;
- all advertising and marketing activities we undertake shall include a clearly visible responsible gaming message or slogan, consistent with our commitment to player protection and responsible gambling.

Rules

10bet operates according to a variety of rules to ensure a safe and fair online sports betting experience for everyone.

Please ensure you read and understand these rules which represents an integral part of this policy and always interpreted in conjunction:

- Terms and Conditions
- Betting Rules
- Privacy Policy
- You must be at least 18 years of age to register an account with 10bet. It is illegal to Participate at 10bet if you are under 18 years of age.
- Customers will be asked to verify that they are 18 or over, including by providing the requested documentation.
- Account holders are responsible for the confidentiality of their account details. Once a bet has been placed, it cannot be changed.