

Bridge Technologies B.V.

Responsible Gaming Policy

Version 1.2

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1 Definitions

CGA means Curacao Gaming Authority.

Cooling Off means a pre-determined period that can comprise hours, days or months which is set by the player during which time the player may not place any wagers whatsoever.

Games of Chance means any game in which one or more players, in exchange for the payment of money or monetary value, compete for prizes in the form of money or monetary value, and the outcome of which is determined either by chance only or by a combination of chance and players' insight or skill, with no possibility for players to significantly influence the outcome, including sports betting and poker

LOK is the National Ordinance on Games of Chance law of Curacao.

Marketing, promotion and advertising refer to all resources, messages and media that promote the operator's domain(s), brand(s), products, or services. This includes but is not limited to print and other media advertising content marketing, digital marketing, and social media campaigns.

Mandatory Requirements are the basic elements of a Responsible Gaming policy that must be implemented by all operators. These elements must reflect the target markets and players of the operator.

Minor means any person under the age of 18

Operator is a holder of a B2C license from the Curacao Gaming Authority (or holder of an Orange Digital Seal "Certificate of Operations")

Self-exclusion is an event where a player voluntarily bars themselves from all or certain online gaming- related activities with a specific operator.

Vulnerable Person is defined in the Clause 1.1 (h) of the LOK as

1. Under eighteen years of age.
2. Has no, or insufficient, control over his or her gambling behaviour, because of which he or she is, or threatens to become, addicted to one or more Games of Chance and, as a result, may cause harm to himself or herself or to other people.
3. Has been banned from playing any Game of Chance either by force or at his or her own request.
4. Has been declared bankrupt.

2 Policy Overview

Players have access to self-assessment tools. We monitor deposit patterns, session durations, and behavior using AI and trained staff to identify signs of harm. Risk indicators include frequent limit changes, reversed withdrawals and unrealistic wagering activity. All concerning behavior is documented and escalated appropriately.

We want customers to enjoy their gambling experience on our website. We also want them to stay in control of their time and money. If they ever find yourself gambling more than they'd like, we have a number of free self-help tools available.

We provide clear access to Responsible Gambling information on our homepage and throughout our website. This includes tools for self-assessment, deposit limits, session reminders, cooling-off periods and self-exclusion.

All responsible gambling tools are available in English and other relevant market languages. Players can access support resources such as Gamcare, Gamblers Anonymous, and local organizations where applicable.

Customer support and responsible gaming teams are trained to recognize problem gambling behavior and conduct sensitive interventions. Escalations are reviewed by the Compliance Officer.

Interventions may include communication with the player, setting limits, temporary suspension or full exclusion.

We subscribed to an external approved ADR service, and the process clearly outlines on the websites.

Marketing must not target minors, vulnerable individuals or promote gambling as a financial solution. All content must be age-gated and compliant with relevant local media guidelines.

Affiliates and influencers are contractually required to uphold responsible gaming standards. No promotional messages are sent during exclusion or cooling-off periods

All exclusion, limit and risk events are documented in real time. Reports are submitted to the CGA as required. Violations (e.g., self-excluded player activity) trigger a full investigation and response report within five working days.

All changes to this policy are documented and submitted to the CGA as per Clause 12.1 of the LOK.

The Compliance Officer oversees policy implementation and reports annually to Executive Management until such time that a Responsible Gambling Officer is appointed. Updates are made proactively based on player behavior trends, regulatory changes and operational need

Tips for safer, responsible gaming

- *Before you play, decide how much money and time you're going to spend online*
- *Only gamble what you can afford to lose*
- *Don't try to "win back" or chase your losses*
- *Keep a clear head and don't gamble under the influence of drink or drugs*

- *Know when to take time out - don't gamble when you feel angry, upset or depressed*

Tools available

The following tools are designed to keep gambling fun. You may never need them, but they're here if you do:

- **Financial Limits**

Players can set deposit, loss and betting limits to avoid excessive spending. These limits can be adjusted directly by the player in their account and include:

Deposit limits: Restricting the maximum amount that the player can deposit within a period (daily, weekly, or monthly)

Loss Limit: Maximum loss value within a specific period.

Bet Limit: The amount the player can spend individual or cumulative bets within a given time frame.

Limits can be adjusted at any time. Reductions will be applied immediately, while increases require a 24-hour period.

- **Stay informed by checking your Account History**

You can check your Account History at any time, so you always know how much you've spent and how long you've played.

- **Keep track of your game time with Reality Checks**

Reality Checks remind you how much time you've spent logged into your account. You can set a length of time you'd like to play for and get notified when the time is up.

- **Take a break with Account Cool Off**

If you want to take a break from gambling, our Account Cool Off facility allows you to disable your account for a short period of time, whether it's one day or 30 days. Once your Cool Off period is over, you'll simply be able to re-access our website. There's no need to contact us.

- **Lock your account with Self-Exclusion**

If you want to take a longer break, you can block your account for six months or up to five years by either contacting Customer Services or select the option on the website through the "My Account" tab. If you wish to reactivate your account after the period of self-exclusion has expired, you may do so by calling our Customer Services team. A 24 hour "cooling off" period will be applied, after which your account will be re-activated.

If you are considering self-exclusion, you may wish to register with the Curacao Gaming Control Board and request a Voluntary Self-Exclusion form.

By signing and submitting the Request Form, you are acknowledging that you are a problem gambler, and you are agreeing to be excluded from all gaming activities in the local casinos on the island of Curaçao. This implies that you cannot gamble, receive or use, complimentary goods or services, be a member of a slot or players' club, receive credit from any casino, cash checks at a casino, or collect winnings or recover losses. Also, the casinos are to remove your name from their direct marketing lists. The form can be found [here](#)

https://gamingcontrol.spin-cdn.com/media/pdf_files/20191108_eng_self_exclusion_formulier_final_sep_2019.pdf

- **Gambling Support for players**

If you'd like to talk about any of the tools, please contact Customer Services

If you're concerned in any way about your gambling, you can get free, independent advice from these organisations who have trained advisers standing by to help you:

www.gamcare.org.uk – helps problem gamblers, as well as their family and friends

www.begambleaware.org – helps people make informed decisions about their gambling

www.gamblingtherapy.org – free online service for those who live outside the UK that provides practical advice and support to people affected by problem gambling.

You can also call the National Gambling Helpline for free, from 8am to midnight, 7 days a week, on 0808 8020 133.

- **Protecting children and young people**

- **Age Verification**

You must be aged 18 or over to register an account. If you share a computer with anyone under the age of 18, we recommend that you use filtering software. These third-party sites offer simple solutions and advice:

www.netnanny.com

www.childnet.net

Strict age verification is enforced during registration using government-issued ID, date of birth validation and secondary checks where necessary. Underage gambling is strictly prohibited and monitored.

Parental control tools are recommended to guardians, including Net Nanny (www.netnanny.com), GamBlock (www.gamblock.com) and CyberSitter (www.cybersitter.com)

Staff Process

1. Introduction and Policy Statement

The Company has implemented internal measures detailed within this document to promote and ensure Responsible Gaming and staff have been trained accordingly. The Company acknowledges that for some people, Gaming can have a negative impact on their life and therefore the Company has developed this Responsible Gaming Procedure for staff to adhere to which outlines certain practices adopted by us when providing services to our customers.

As part of The Company's problem Gaming initiative all staff receive responsible Gaming training as part of the induction process and annually thereafter.

It is important for staff to read this policy in conjunctions with the policies below:

- Bridge Tech B.V Anti-Money Laundering Policy B2C
- Bridge Tech B.V BRA, AML, Fraud and KYC Policy

2. Responsible Gaming

Responsible Gaming involves the conduct of Gaming in a manner where the potential for harm associated with Gaming is reduced. The Company respects the rights of our customers to enjoy our services and to take responsibility for their own conduct but also acknowledges the duty to our customers to provide them with appropriate information that may assist them to manage their Gaming.

The Company's aim is to ensure that customers make informed decisions about Gaming and that if the customer requires assistance, to facilitate access to Gaming help services. The Responsible Gaming Policy for Licensed Operators as issued on April 17, 2025, by the Curacao Gaming Authority sets out various scheduled obligations which must be adhered to. As part of the RG Policy CGA, the Company will prominently display:

- The license details through the dynamic seal on the page(s);
- A sign which indicates that under-age gaming is prohibited;
- A 'responsible gaming' message, included in our terms and conditions, explaining that gaming can be harmful if it is not controlled, and information about the player support measures;
- A direct link leading to the responsible gaming section which includes all relevant responsible gaming information required by the CGA;
- A direct link which enables players to refer to one or more Gaming support organisations;

We prioritize the protection of our players through the following measures:

- Age Verification: Players must be at least 18 years old to participate in any gaming activities. Age verification is done during the account registration process. In addition, any underage person that wants to visit our website is directed to our Responsible Gaming Page with the goal of educating the person on how to play responsibly and will not be allowed to navigate our site.
- Self-Assessment Tools: We provide self-assessment tools to help players evaluate their gaming

behaviour and identify potential risks. These tools are accessible via our website;

- Behaviour Tracking: Our system monitors player behaviour to detect signs of problem Gaming and intervene when necessary. This includes tracking deposit patterns, frequency of play, and time spent on gaming activities;
- Deposit Limits: Players can set daily, weekly, or monthly deposit limits to manage their spending.
- Cool-Off Periods and Self-Exclusion: Players can opt for temporary cool-off periods or self-exclusion to take a break from gaming. Self-exclusion can be set for periods ranging from six months to five years.
- Alternative Dispute Resolution (ADR). If players complaints are not resolved to their satisfaction through our internal complaints procedure, they have the ability to escalate the complaint to an approved ADR service via the website.

3. Problem Gaming

Problem Gaming occurs when there is a lack of control over Gaming, particularly the scope and frequency of Gaming and the amount of recreational time spent Gaming.

The negative impacts may include:

- Extreme financial losses relative to their sources of income;
- Adverse personal effect on the customer, his or her family and friends;
- Adverse effect on employers and work performance.

The Company's aim is to achieve equilibrium in the provision of Gaming services, taking into account those customers who enjoy our services and use them as a form of entertainment the wellbeing of our customers who have an acknowledged Gaming problem, their families and the community.

4. Age verification

The Company does not allow anyone under 18 years of age to play on their website(s). Age verification is conducted in accordance with the AML guidelines of the CGA. In the unlikely event that an underage player does manage to play, all deposits will be returned to the customer regardless of win or loss. The account will be closed immediately.

5. Information Visibility

The Company ensures that players can easily access responsible gaming information by:

- Visible Links: Our homepage, in the footer, displays a link to our Responsible Gaming Page which includes our responsible gaming policy, tools, and contacts;
- Terms and Conditions: Clear references to our terms and conditions, which include the prohibition of underage Gaming along with access to our Responsible Gaming Policy. The terms and conditions are easily accessible through a link on our homepage, and they are written in plain language
- Responsible Gaming Organizations: Links to organizations that offer support for Gaming addiction

are available. These include local and international organizations, as per this policy.

6. Risk Profiling / Behaviour tracking

The Company monitors customer activity to identify potential Gaming problems. Behaviour tracking will be done, amongst other elements, on the following factors:

- Deposit and wagering frequency;
- Repeated failed transactions due to insufficient funds;
- Reversing withdrawals;
- Inexplicable extended play sessions;
- Frequent changing to Responsible Gaming tools;
- Unreasonable increased communication with customer support;
- Attempts to open multiple accounts to bypass deposits or loss limits.

When such activities are observed the account holder should be contacted directly to understand their behaviour and ensure they are advised of all tools available.

7. Self- Exclusion

Self-exclusion is recognised by the Gaming industry as a way for players to control their Gaming. The Company offers a self-exclusion facility to help those customers who feel that their Gaming is out of control and want our assistance to help them stop. The Company takes all reasonable steps to refuse service or to otherwise prevent the individual who has entered a self-exclusion agreement from participating in Gaming.

8. Time-Out/ Cooling off periods

For players who wish to take a short break from Gaming the Company offers a time- out/cooling off facility. Players can set a time-out on their account through their account function or via live chat or e-mail for different timeframes. During this time-out the player will have their account suspended and according to the client's indication the corresponding marketing material will not be sent.

9. Deposit Limits

In-line with the RG Policy CGA, the Company will offer the opportunity to set limits. The player will have the possibility of setting Deposit Limits – Allows the player to limit the amount of money that can be deposited within a set timeframe; usually daily, weekly or monthly.

10. Reality Checks

Players shall be able to receive and see on the screen a reality check within a Gaming session. Reality check notifications offers the player the option to exit the Gaming session e.g. log out.

11. Player Protection Measures

In order to prevent and combat problem Gaming we provide, through our Responsible Gaming page, a number of measures to assist our players including:

11.1 Independent Organizations

The website of the Company will displays the direct links to:

<https://Gamingtherapy.org/information/where-can-i-get-help/>

and /or

<https://www.gamcare.org.uk/self-help/links-to-other-support-agencies/international-support-contacts/>

and/or

<https://www.gambleaware.org>

as well as to specific names of organizations offering treatment options in case these are available in the target market of the Company on the Responsible Gaming Page of the company. The link to the Responsible Gaming Page will be readily available on the footer of the website.

11.2 Problem Gambling Self-Assessment

The Responsible Gaming page on the website will contain information that any player can assess to help them identify any potential problem Gambling behaviour. The Responsible Gaming page shall contain a simple checklist that anyone who thinks they have a problem Gaming can work through and get an insight into whether they do have a problem.

11.3 Gaming History

A registered can request a statement by contacting the customer support team.

11.4 Language

All problem Gaming material and content is available in English language only as well as the language of the target market(s). Procedures remain the same irrespective of language.

11.5 Duplicate Accounts

The company will take measures in order to prevent players from opening duplicate accounts on the Website.

12. Advertising and Promotions

The Company makes sure that advertising or promotions comply with all applicable laws associated

to the advertising and promotion of Gaming products. Such advertising and promotions will be rolled out in a socially responsible manner. Any player who is currently under a period of self-exclusion due to problem gambling, shall be removed from all marketing correspondence lists. As such, no marketing or promotional materials shall be sent to excluded players. Any player who is currently under a period of cooling off due to problem gambling, shall be removed from all marketing for the verticals and brands selected. Furthermore, no marketing or promotional materials shall knowingly and deliberately target vulnerable people, as per the definition of clause 1.1 h of the LOK.

13. Internal evaluation

The Company understands that evaluation of customer interactions is important to understand the impact they have had and to help ensure customers are getting the right help and support.

The findings of the customer interaction evaluations are to be reported to the management of the Company.

This Policy and the Company's approach to customer interaction can then be amended using the findings from the evaluation.

14. Training

Mechanisms are established to ensure that appropriate and ongoing responsible Gaming training is provided to all staff. All staff are provided with induction training on responsible Gaming and annually thereafter. To ensure best practice, ad-hoc training may also be provided to employees to discuss findings following evaluations.

Document Change Control

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1.0	01/06/2024	Melissa Hardie	First Policy
1.1	01/06/2025	Richard Hogg	Reviewed, Policy No Change
1.2	01/07/2025	Richard Hogg	Reviewed and updated

Document Sign Off

Role	Name	Date	Note
Director	Richard Hogg	01/07/2026	

Bridge Technologies B.V

Title: Director

Name: Richard Hogg

Signature: _____

Date: 01/07/2026