

CONFIDENTIAL

RESPONSIBLE GAMING POLICY

Rapture B.V., a Company with registered address at
Kaya Richard J. Beaujon Z/N Landhuis Joonchi II Curacao,
registration number 156074, domain name: pldm.best
(hereinafter referred to as “**Company**”)

Stanislav Andrieiev,
the
MLRO & Compliance
Officer

Gouloud Mercedes
Hammoud obo Guardian
Corporation Curacao B.V.,
the Statutory Director

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KEY INFORMATION

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Responsible Office:	Stanislav Andrieiev , the MLRO & Compliance Officer
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1. GENERAL PROVISIONS AND POLICY STATEMENT

1.1. Rapture B.V. has established this Responsible Gaming Policy to promote the well-being of its Players and to help mitigate any potential negative consequences that may arise from excessive or uncontrolled gambling behavior.

1.2. Gambling is intended to be a source of entertainment and enjoyment. We encourage Players to engage with our games for fun and relaxation. Our goal is to ensure that the gaming experience remains positive and that Players maintain control over their actions—because safe gaming means *you control the game, not the other way around*.

1.3. This Policy is designed to inform and support Players by promoting awareness and providing guidance. It should not be interpreted as the Company assuming a duty to monitor, restrict, or intervene in the individual gaming behavior of Players on internet gaming platforms.

1.4. Gambling is not recommended for individuals recovering from any form of addiction or for those under the influence of alcohol, drugs, or other impairing substances. Players are reminded that gambling should always be seen as a form of recreation—not as a way to earn income or recover financial losses. Acknowledging the development of a gambling problem is the first step toward regaining control and seeking help if needed.

2. DEFINITIONS AND ABBREVIATIONS

2.1. Company – refers to Rapture B.V., a legally registered entity under the laws of Curaçao (registration no. 156074), located at Kaya Richard J. Beaujon Z/N Landhuis Joonchi II, Curaçao.

2.2. GCB – Gaming Control Board of Curacao.

2.3. XCG – Caribbean Guilder, the currency of Curaçao.

2.4. Gambling or Gambling Game — any online game posted on the Website that means playing a game of chance for a Prize. Game of chance includes (i) a game that involves both an element of chance and an element of skill, (ii) a game that involves an element of chance that can be eliminated by superlative skill, (iii) a game that is presented as involving an element of chance but does not include a sport.

2.5. Customer — an individual, who uses the Website and/or familiarizes himself with the provisions of the Website, these Policy and the provisions of other documents, and intends to register on the Website to participate in Gambling (acquire a Player status).

2.6. Third Parties — any individuals and/or legal entities other than the User and/or the Player, in particular, but not exclusively: family members, spouses, friends, partners, counterparties, creditors, service providers, agents, etc.

2.7. Vulnerable Persons — refers to individuals who may be at a heightened risk of experiencing negative consequences from gambling activities. These individuals may have diminished capacity to make informed decisions or control their gambling behavior due to various factors.

2.8. Website — the official websites of the Company, on which Customer may play the Gambling Games.

2.9. RG — Responsible Gaming.

2.10. In this Policy singular include the plural, and the plural include singular in cases of a need for interpretation.

3. BEHAVIORAL MONITORING AND EARLY INTERVENTION

3.1. The Company utilizes technical systems to identify Players who may be experiencing repeated financial losses, showing signs of emotional distress, or displaying aggressive behavior during interactions with customer support. These individuals are proactively contacted by our Customer Service Team to evaluate the situation and explore appropriate self-regulation options.

3.2. Players are regularly reminded about the availability of self-control tools such as spend limits, deposit limits, and session time limits. They are also encouraged to customize these settings according to their personal needs. A temporary time-out is recommended for those who may be vulnerable to gambling addiction, are undergoing personal difficulties, or exhibit signs of mental distress.

3.3. At pldm.best, we employ robust behavioral tracking systems to gain insight into how each Player engages with the platform. This enables us to detect potentially harmful patterns and intervene early to reduce the risk of gambling-related harm.

3.4. Our behavioral monitoring covers a wide range of risk indicators, including but not limited to:

- **Deposit and wagering spikes:** Unusual or sharp increases in deposit amounts, betting frequency, or playing time.
- **Failed transactions:** Frequent declined payments due to insufficient funds.
- **Withdrawal reversals:** Recurrent cancellations of withdrawal requests.
- **Extended play sessions:** Continuous gameplay without natural breaks.
- **Customer support interactions:** High volumes of emotional, agitated, or excessive communication, especially around bonuses.
- **Limit manipulation:** Repeated setting, changing, or removing of self-imposed limits or cooling-off periods.
- **Credit misuse:** Usage of credit cards up to or beyond available limits.
- **Account circumvention:** Attempts to open multiple accounts to bypass existing controls or restrictions.

3.5. These data points are continuously monitored in real-time and over longer periods to allow timely interventions, maintain compliance with responsible gaming regulations, and ensure a safer environment for all Players.

4. PLAYER IDENTIFICATION AND INTERVENTION PROCEDURES

4.1. Player Profile Development

4.1.1. The Company maintains detailed player profiles within the Player Account Management (PAM) system. These profiles include key behavioral insights such as:

- Frequency and duration of gaming sessions
- Patterns of deposits, wagers, and losses
- Noticeable shifts in gambling behavior
- History of self-exclusion or temporary time-outs
- Player communications indicating potential gambling concerns

4.2. Risk-Based Monitoring Approach

4.2.1. To promote player protection and responsible gambling, the Company has implemented a tiered, risk-based monitoring system. This model ensures that intervention efforts are proportionate to each Player's risk profile, which is continuously updated based on behavioral trends and account activity.

4.3. Player Risk Classification

4.3.1. Based on observed behaviors and defined thresholds, Players are classified into one of the following risk categories:

- **Low Risk** – No signs of problematic gambling; standard responsible gaming messaging and tools remain available.
- **Moderate Risk** – Early indicators of risk are present; this level requires proactive communication and encouragement to use available limits.
- **High Risk** – Clear signs of problematic or harmful gambling behavior; necessitates immediate intervention, including account restrictions or suspension.

4.4. Risk Assessment Criteria

4.4.1. Risk levels are assigned based on a combination of behavioral and transactional indicators, including:

- Duration and frequency of play sessions
- Deposit frequency, size, and loss amounts
- Attempts to reverse or cancel withdrawals
- Recurrent efforts to bypass deposit/session limits
- Signs of emotional distress or financial complaints
- Usage or manipulation of responsible gaming tools

4.4.2. This dynamic framework allows the Company to detect emerging issues and take timely, appropriate actions that prioritize Player welfare.

4.5. Corresponding Intervention Measures

Each risk level corresponds with specific actions:

Risk Level	Monitoring & Intervention
Low	Passive monitoring, display of RG messaging, offer of voluntary limits
Moderate	Personalized outreach, recommendation of RG tools, closer activity review
High	Mandatory limits, temporary suspension, or permanent exclusion; referral to support services if necessary

5. PLAYER NOTIFICATION

5.1. When a Player is identified as demonstrating signs of at-risk gambling behavior, the Company will act promptly to provide appropriate support by:

- **Promptly notifying** the Player in a clear and respectful manner regarding the concerns observed;
- **Providing detailed information** about the full range of available Responsible Gaming tools, including deposit limits, session time limits, temporary time-outs (cooling-off periods), and self-exclusion options, to help the Player regain control over their gaming activity.

6. ESCALATION PROTOCOL

6.1. In cases where concerning gambling behavior persists or escalates, the Company initiates a structured, multi-step intervention process designed to protect the Player and mitigate further harm:

Step 1: Enforce mandatory restrictions on deposit amounts and/or session duration to reduce the intensity of gambling activity.

Step 2: Temporarily suspend the Player's account to allow for a comprehensive risk evaluation and meaningful dialogue with the Player regarding their behavior.

Step 3: If the Player continues to exhibit high-risk behavior or fails to respond positively to previous measures, a **permanent account exclusion** may be applied as a final protective step.

7. SELF-ASSESSMENT AND SUPPORT RESOURCES

7.1. Players are entitled to access a detailed overview of their betting and wagering activity, including transaction timestamps, for a minimum of the last six (6) months. This information is accessible directly through their player account. Longer retention periods required by applicable laws and regulations remain unaffected.

7.2. Upon request, the Company will provide transaction history for periods beyond the standard six months within ten (10) working days. If this timeframe cannot reasonably be met, an application for an extension may be submitted to the Curaçao Gaming Authority (CGA), which may approve a longer period based on the specific circumstances.

7.3. Players are encouraged to periodically reflect on their gambling behavior to ensure it remains balanced and within healthy limits. A useful tool for this purpose is the 20-question self-assessment quiz provided by Gamblers Anonymous, accessible at: <https://gamblersanonymous.org/20-questions>.

7.4. This brief assessment takes only a few minutes and can offer meaningful insights into the health of a Player's gambling habits.

7.5. If a Player exhibits signs of problematic behavior, they are advised to contact the Support Team. Support agents may ask a series of questions to evaluate whether the Player is gambling within their means and not experiencing related emotional or financial difficulties.

7.6. The Company also offers the **CAGE Questionnaire (Adapted for Gambling)** to assist in identifying risk indicators. Players are encouraged to answer the following questions honestly:

1. **C – Cut Down:** Have you ever felt the need to cut down on your gambling?
2. **A – Annoyed:** Have people annoyed you by criticizing your gambling?
3. **G – Guilty:** Have you ever felt guilty about your gambling?
4. **E – Eye-Opener:** Have you ever had a morning “eye-opener” to calm your nerves or recover from gambling losses?

Interpretation of Results:

- **0 “Yes” Answers:** Low risk of gambling problems.
- **1 “Yes” Answer:** Moderate risk; further self-assessment is recommended.
- **2 or More “Yes” Answers:** High risk; professional support or intervention is advised.

7.7. If you feel that gambling has stopped being a form of entertainment and is negatively impacting your well-being or that of your family, we strongly encourage seeking help from support organizations, including:

- www.gamblingtherapy.org
- www.gamblersanonymous.org
- www.gamcare.org.uk
- www.begambleaware.org
- www.800gambler.org

8. BEHAVIOUR TRACKING

8.1. The Company employs comprehensive behavioral tracking methods to assess how Players interact with the platform. This enables proactive identification of individuals who may be exhibiting signs of at-risk gambling behavior.

8.2. By holistically analyzing a Player's overall engagement with **pldm.best**, the Company can detect patterns that may indicate harm and initiate timely, preventative measures to support safer play.

8.3. Behavioral indicators monitored include, but are not limited to, the following:

- **Deposit and wagering frequency:** Sudden or unexplained increases in deposits, bet sizes, or length of gaming sessions.
- **Failed transactions:** Multiple declined payment attempts due to insufficient funds, signaling potential financial stress.
- **Withdrawal reversals:** Repeated cancellations of withdrawal requests, often associated with attempts to chase losses.
- **Extended gaming sessions:** Inconsistently long periods of continuous play without breaks or pause.
- **Support engagement behavior:** Heightened or agitated communication with Customer Support, particularly around repeated bonus inquiries or emotional distress.
- **Manipulation of Responsible Gaming tools:** Frequent adjustments to, or removal of, deposit/loss/session limits, or continuous use of the cooling-off feature.
- **Risky credit behavior:** Use of credit cards up to or beyond their limit.
- **Account circumvention attempts:** Attempts to open multiple accounts in order to bypass existing limits or restrictions.

8.4. These data points are assessed both in real-time and retrospectively to ensure appropriate intervention, maintain regulatory compliance, and foster a secure and responsible gaming environment for all Players.

9. COOLING-OFF AND SELF-EXCLUSION PROCEDURE

9.1. At pldm.best, players have access to two distinct Responsible Gaming tools designed to support safer gambling:

- **Cooling-Off:** A short-term, temporary break from gambling that the player can customize according to their needs.
- **Self-Exclusion:** A long-term, non-reversible exclusion from all gambling activities offered under the pldm.best license.

These options serve different purposes, and their key differences are outlined below:

Criteria	Cooling Off	Self-Exclusion
Wagering	Prohibited. Player selection – all or by vertical.	No wagering, all verticals blocked
Deposits	No	No
Withdrawals	Yes	Depends on civil law
Log-in	Yes	No
Brands	Current brand or all operator brands – as selected	All brands/domains under the operator’s license
Duration	Min 24 hours	Min 1 year
Changes	Can be made more restrictive	None
Antepost bets	Remain	Refunded/cancelled
Active poker tournaments	Must be completed	Must be completed
Marketing messages	Opt-out given as an option	None. All messages blocked
Activation	Self-executed by player on the website. Very limited intervention by operator in this process. In exceptional cases, the player may request via email or chat and elected options must be enabled within 24 hours.	Self-executed by player on the website. Very limited intervention by operator in this process. In exceptional cases, the player may request via email or chat and elected option must be enabled within 24 hours. Operator should have a plan to fully automate this process in short term.
Reactivation	Automatic	Player initiated

9.2. Cooling-Off Procedure

9.2.1. Players may initiate a **Cooling-Off period**, which temporarily restricts access to gambling activities. This self-imposed break is intended to support reflection and regain control over gaming behavior. Upon activation, the Player must specify:

1. **Duration (mandatory):** Select one of the predefined periods – 24 hours, 7 days, 1 month, or 3 months.
2. **Brand Scope:** Choose to apply the restriction to the current website or to all websites operated under our license.
3. **Vertical Scope:** Limit all gambling activities or only specific verticals (e.g., Casino, Fixed Odds Betting, Poker, or peer-to-peer games). For Casino, you may select “All Games” or “Slots Only.”
4. **Marketing Opt-Out (mandatory):** Players must opt out of marketing communications during the Cooling-Off period.

9.2.2. All selected restrictions take immediate effect and are enforced according to the Player’s preferences.

9.2.3. For 1-month and 3-month Cooling-Off periods, a simple online verification step (e.g., “You wish to cool off for one month. Please confirm.”) may be used to confirm the Player’s choice. This confirmation is presented neutrally and non-intrusively.

9.2.4. During the Cooling-Off period:

- The Player’s account remains active, but gambling functionalities are disabled.
- Funds in the account remain accessible and can be withdrawn at any time.
- Marketing communications cease if the Player has opted out. No bonuses, free play, or promotional materials will be delivered.

9.2.5. After the Cooling-Off period ends, the Player’s account will be automatically reactivated with no further action required.

9.3. Self-exclusion procedure

9.3.1. Preliminary Blocking

9.3.1.1. Players may initiate a temporary block on their account through any communication channel (e.g., live chat, email, or account manager). Upon receiving the request, the account will be immediately blocked for a minimum of 24 hours (referred to as *preliminary blocking*).

9.3.1.2. An email with a self-exclusion form will be sent to the Player, requesting details such as the exclusion period and the reason for the request.

9.3.1.3. If the completed form is returned, the Support Team will implement the self-exclusion for the specified period. If not, the account will automatically reactivate after the 24-hour preliminary block expires.

9.3.1.4. Players may also independently access and complete the self-exclusion form at any time without contacting the Support Team.

9.4. Self-exclusion options

9.4.1. Players may permanently exclude themselves from all gambling activity licensed under **pldm.best**. Self-exclusion settings include:

1. **Duration:** Options include 1 year, 3 years, 5 years, 10 years, or lifetime exclusion.

2. **Brand Coverage:** Applies across all brands and domains operated under the same license.
3. **Activity Scope:** Full restriction on access to all gambling products and verticals.
4. **Marketing Restrictions:** Automatic removal from all marketing and promotional communications.

9.4.2. A confirmation step may be added to verify the Player's decision, using neutral language such as: "You have chosen to self-exclude for 5 years. Please confirm."

9.5. Lifetime self-exclusion

9.5.1. Confirmation of Lifetime Self-Exclusion

To finalize a **lifetime (permanent) self-exclusion**, the Player must undergo an additional identity verification process. This ensures that the request is genuine, intentional, and fully understood by the Player.

9.6. Account Access and Restrictions

- **Temporary Self-Exclusion:** Account access will be automatically reinstated once the selected exclusion period has ended. Restoration cannot occur before the expiration of the exclusion period.
- **Expired Promotions:** Any promotional or bonus offers that expire during a temporary or preliminary exclusion period will not be reinstated or compensated after reactivation.
- **Permanent Self-Exclusion:** Access to accounts under lifetime exclusion is irrevocably terminated. These accounts cannot be reopened under any circumstances.

9.7. Handling of Player Funds

In the case of a **lifetime self-exclusion**, we will make all reasonable efforts to return any remaining account balance to a verified payment method in the Player's name, such as a linked bank account or approved e-wallet.

9.8. Immediate Enforcement

Self-exclusion measures take effect **immediately** upon request.

- Any wagers placed **after** a self-exclusion request but **before** its activation will be voided and the respective funds returned to the Player.
- Self-exclusion preferences are enforced strictly according to the Player's selections without exception.

9.9. Tournaments and Progressive Jackpots

- Players who are participating in **in-progress tournaments** (e.g., poker tournaments) at the time of self-exclusion will be allowed to complete them.
- Contributions made to **progressive jackpots** before self-exclusion will remain valid; however, Players will no longer be eligible to participate or win from these jackpots once the exclusion takes effect.

9.10. Marketing and Communication

No marketing or promotional materials will be sent to Players under any form of self-exclusion, regardless of its type or duration.

9.11. Reactivation and post-self-exclusion protocol

9.11.1. Player-Initiated Reactivation

After the self-exclusion period ends, the Player must submit a **written request** (via email or live chat) to have their account reactivated. This request may occur:

- Following a login attempt after the exclusion period, or
- As direct, unsolicited communication from the Player using official support channels.

9.11.2. Operator-Initiated Contact Prohibited

Reactivation **must never be initiated by the operator**. Contacting the Player to encourage reactivation is prohibited. Once self-exclusion is activated, it remains **binding and irreversible** for the entire selected duration.

9.11.3. Data Retention and Risk Mitigation

- We maintain detailed records of all self-exclusion cases in accordance with applicable **data retention laws** and **regulatory obligations**.
- Where **technically feasible** and **legally permitted**, we block any previously used **payment methods** associated with a self-excluded Player to prevent circumvention of the self-exclusion measures.

10. COMPANY-INITIATED EXCLUSION

10.1. Grounds for Exclusion

pldm.best retains the right to initiate the exclusion of a player's account as a proactive, high-risk intervention measure under the following circumstances:

- The player demonstrates indicators of problematic, harmful, or uncontrolled gambling behavior;
- There is a reasonable suspicion that the player is involved in, or attempting to engage in, fraudulent or criminal activity on the platform.

10.2. Documentation and Record-Keeping

All exclusions initiated by the operator are formally documented. Records of such exclusions, including the rationale and evidence supporting the decision, are stored securely and retained for a minimum of **five (5) years** in accordance with applicable regulatory requirements.

Upon request, these records shall be made available to the **Curaçao Gaming Authority (CGA)** or other competent regulatory bodies.

11. LIMITS

11.1. Player-Controlled Deposit Limits

To encourage responsible gambling habits, **pldm.best** allows all players to proactively manage their financial exposure by setting **deposit limits**. These limits are customizable and can be applied on a **daily**, **weekly**, or **monthly** basis, depending on the player's individual preferences.

11.2. How Deposit Limits Work

- Players may set a maximum deposit amount permitted within their chosen time interval.
- Once the specified deposit limit is reached, no further deposits will be allowed until the reset of the applicable period.
- **Stricter limits** (e.g., lowering deposit caps) take effect **immediately** upon submission.
- **Loosening limits** (e.g., increasing deposit caps) are subject to a **mandatory 24-hour cooling-off period** before activation.
- Any wagers already placed before the deposit limit was enabled will **remain valid** and unaffected.

11.3. Exceptions to limits and self-exclusion

While deposit limits and self-exclusion measures are enforced as soon as they are activated, certain exceptions apply for players involved in **ongoing gameplay or unresolved betting activity**, including:

- Participation in a **poker tournament** that is already underway at the moment the limit is triggered;
- Placement of **ante-post or future event bets** that have not yet been resolved.

In such instances:

- Players are **not permitted** to place new bets or access additional gaming features.
- The limitation or exclusion will apply only to **new gambling activity** and not interfere with the completion of current commitments.

11.4. Enforcement post-completion

Once all active wagers or ongoing gameplay sessions have concluded:

- The **full restriction**—whether a deposit limit or self-exclusion—is applied across the player’s account.
- Players are **blocked from resuming any gambling activity** until the restriction is lifted in accordance with their chosen settings.

12. UNDERAGE PROTECTION

12.1. Commitment to Minor Safety

At **pldm.best**, protecting minors is a critical priority. We are committed to maintaining a secure environment that restricts underage individuals from accessing gambling services.

12.2. Age-Restricted Access

The internet is a powerful and open platform with limitless access, including to gaming content. To safeguard against underage gambling, we take **all necessary precautions** to prevent individuals under the age of **18** (or the legal age as defined by specific jurisdictions) from creating an account or participating in any gambling activity on our platform. We also encourage **parents and guardians** to collaborate with us in maintaining these safety standards.

12.3. Age Verification Protocol

We have implemented robust **age verification mechanisms** to ensure that all users meet legal gambling age requirements. Players are required to:

- Confirm their age by checking a mandatory box during registration;
- Submit valid, government-issued identification (e.g., passport, ID card, or driver's license) prior to placing any bets.

Accounts discovered to belong to underage users will be **immediately closed**, and any funds or winnings **forfeited**.

12.4. How Parents Can Help

To assist in creating a safe and restricted environment, parents are encouraged to take the following preventive steps:

- Avoid enabling auto-fill for usernames and passwords on shared devices;
- Refrain from gambling in the presence of minors;
- Always log out after a session, especially when using a shared family device;
- Securely store any payment cards or login information;
- Educate children about the risks of online gambling and internet misuse.

12.5. Parental Control Tools

We strongly recommend using **parental control software** to block access to gambling websites. Effective tools include:

- www.betblocker.org
- www.netnanny.com
- www.gamban.com
- www.gamblock.com

Other filtering tools that align with your device's operating system may also be appropriate.

12.6. Ethical Marketing Practices

We do **not** intentionally market or advertise to minors. Targeting underage individuals contradicts both our **business ethics** and **corporate responsibility**.

12.7. Consequences of Misrepresentation

Any individual found to have deliberately provided false information to bypass age restrictions may:

- Have all associated winnings **confiscated**;
- Face **account termination**;
- Be subject to **criminal investigation or prosecution** in line with applicable laws.

12.8. Record Keeping

We maintain detailed records of all age verification checks and their outcomes to ensure ongoing compliance with our internal protocols and external regulatory requirements.

13. TRAINING AND STAFF READINESS

13.1. Professional Training of Support Staff

Our Customer Support and Responsible Gaming teams receive dedicated training to ensure **professional, compassionate, and effective engagement** with all players—especially those exhibiting signs of gambling-related distress. The training covers:

- **Recognizing indicators of distress** such as agitation, aggressive behavior, financial hardship, or desperation related to gambling.
- **Conducting structured and empathetic conversations** with players who may be at risk, while maintaining discretion and respect.
- **Providing guidance on Responsible Gaming tools** and connecting players with appropriate third-party support services or self-help resources.

This continuous training helps ensure that our teams can act as a first line of defense in promoting player well-being and encouraging safe gambling behaviors.

14. DIRECT PLAYER INTERACTION

14.1. Behavioral Alerts and Manual Notifications

We proactively monitor for behavioral patterns that may indicate gambling-related harm. When concerning behavior is detected, we trigger **manual pop-up notifications** to encourage players to pause and reassess their activity. These alerts are designed to prompt self-reflection and offer access to Responsible Gaming support.

14.2. Financial Behavior Indicators

Pop-up notifications may be triggered by the following financial behaviors:

- Frequent increases in deposit amounts over a short timeframe.
- Unusually large or inconsistent deposit patterns.
- Repeated requests to raise or remove deposit limits.
- Betting larger amounts in an attempt to recover losses (chasing losses).
- Canceling or reversing withdrawal requests shortly after submission.
- Expressing distress or desperation over financial losses.

14.3. Time-Based Behavior Indicators

We also monitor play patterns for signs of excessive or abnormal gaming sessions:

- Extended periods of play without appropriate breaks.
- Accessing the platform during irregular hours (e.g., late night or early morning).
- Making multiple rapid deposits within the same session.
- Participating in numerous gaming sessions in a single day.

14.4. Follow-Up and Support Access

Each notification includes a direct link to contact a trained Responsible Gaming professional.

If a pattern of concerning behavior continues, we initiate **personal outreach** to the player, encouraging a visit to the Responsible Gaming section and consideration of tools such as deposit limits, time-outs, or self-exclusion. Our aim is to support players in maintaining control and making informed, healthy decisions about their gaming activity.

15. REALITY CHECK

15.1. Real-Time Reality Check Tools

We implement a range of reality check tools to help players stay aware of their gaming activity and manage session time responsibly. These include:

1. A **real-time session timer** continuously visible while the player is logged in.
2. A **real-time clock** reflecting the player's local time zone.
3. **Automated pop-up reminders** that appear at preset intervals to alert players of session duration.
4. The option for **player-activated reality checks**, customizable based on individual preferences.

15.2. Customization and Alerts

Players may customize their reality check notifications to appear at selected intervals (e.g., every 30 minutes or hourly). When a reality check is triggered:

- Gameplay is **temporarily paused**.
- A message is displayed showing the total time spent during the session, as well as **current winnings or losses**.
- The player must **acknowledge and confirm** the message before resuming play, with the additional option to **end the session immediately**.

15.3. Player Responsibility and Self-Exclusion Option

While we provide tools to encourage safe gaming, **players are solely responsible** for monitoring and managing their gaming behavior. For those who feel they need a stronger restriction, we offer a **voluntary self-exclusion policy**. This feature allows players to temporarily or permanently suspend access to their account or limit gameplay for a specified period of time, supporting their efforts to regain control.

16. CONTACT INFORMATION

16.1. For any questions regarding this policy, please contact: support@pldm.best or send a mail on the address: Kaya Richard J. Beaujon Z/N Landhuis Joonchi II, Willemstad, P.O. Box 6248, Curacao.

17. POLICY HISTORY

June 17, 2025	Policy update (Annual update)
December 01, 2024	Policy update (legal changes)
June 12, 2024	Policy update (legal changes)
May 28, 2024	Policy update (Annual update)
December 12, 2023	Policy update (legal changes)
May 20, 2023	Policy update (Annual update)
May 24, 2022	Initial Policy