

Responsible Gaming – MOA Communications B.V.

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MOA Communications B.V. is here to provide an excellent and enjoyable gaming experience and recognize our responsibility in preventing problematic activity. We advise all players to take into account the following, and not game irresponsibly:

- Play for entertainment, not to make money.
- Avoid chasing losses.
- Establish limits for yourself.
- Do not let gambling interfere with your daily responsibilities.
- Never gamble unless you can cover losses.
- Take breaks.

Responsible Gaming Principles

➤ Setting Limits

Users are encouraged to exercise control over their gaming activities by setting personal limits. MOA Communications B.V. offers tools to establish deposit limits, wagering limits, and session time limits to facilitate responsible gaming practices.

➤ Self-Assessment

Users are urged to regularly self-assess their gaming behaviour to ascertain that it remains within the bounds of responsible and enjoyable entertainment. Vigilance for signs of problematic gambling behaviour, such as the pursuit of losses and increased frequency of play, is emphasized.

➤ Awareness

Users are provided with educational resources to familiarize themselves with indicators of problem gambling. Recognizing the symptoms and effects of excessive gambling, including neglecting responsibilities, is vital. Users are encouraged to seek assistance when needed.

➤ No Tolerance for Underage Gaming

MOA Communications B.V. strictly prohibits underage gaming. All users must be at least 18 years of age or older, as defined by their jurisdiction, to participate in any gaming activities provided by MOA Communications B.V. We employ robust age verification procedures to prevent minors from accessing our services. If we discover any attempt by an underage individual to engage in gaming activities, we will immediately terminate the account and take necessary actions to report the violation to relevant

authorities. MOA Communications B.V. is committed to safeguarding minors and promoting a safe and responsible gaming environment. We also advise parents to do the following:

- Password protect computer, mobile, and/or tablet.
- Do not leave device unattended when logged into your account.
- Make sure all account details and credit cards are inaccessible to children.
- Do not save passwords on your computer, write them down and keep somewhere out of reach.
- Download filtering software (e.g. Net Nanny) to prevent minors from accessing inappropriate sites.

➤ **Self-Exclusion Definition**

Self-exclusion refers to the voluntary act of refraining from participation in gaming activities for a specified period, either temporarily or permanently, as determined by the user.

Requests and Procedures

Self-Exclusion Request

Users are required to submit self-exclusion requests via email to MOA Communications B.V.'s customer support team.

Initial 24-Hour Cooling Off Period

Upon receipt of an email request for account closure, the requested account and any linked accounts will be subject to an obligatory 24-hour cooling off period. During this period, all gaming activity will be rendered inaccessible.

Confirmation of Self-Exclusion Duration

Following the conclusion of the 24-hour cooling off period, users will receive an email confirming their chosen self-exclusion duration, which may range from 1 day to 1 year or permanent. Deviation from these predetermined timeframes is not permitted. Failure to respond within an additional 24 hours will result in account reactivation.

Permanent Self-Exclusion

Users desiring permanent self-exclusion will be prompted to specify this exclusion period during the process. MOA Communications B.V. may initiate a brief self-exclusion period if deemed necessary and beneficial for the user, with communication provided via email.

Account Balances During Self-Exclusion

Users undergoing self-exclusion are prohibited from maintaining any account balances during this period. Access to accounts for withdrawal purposes is restricted. If active bets exist on a self-excluded account, the Cash Out function will be activated upon self-exclusion confirmation. Bets will neither be voided nor refunded, and they will not remain active during self-exclusion.

Benefits and Bonuses During Self-Exclusion

During the self-exclusion period, users are ineligible to receive any benefits, bonuses, or reload offers.

Irreversibility of Self-Exclusion

Once a self-exclusion is enacted, it remains in force until the specified timeframe expires, and it cannot be reversed or reduced for any reason. Permanent self-exclusions remain in perpetuity.

User Responsibility

MOA Communications B.V. endeavours to ensure compliance with its responsible gaming self-exclusion policy. However, users acknowledge that MOA Communications B.V. shall not be held responsible if they attempt to create new accounts for gaming. Users also bear the responsibility of abstaining from depositing and wagering using undisclosed accounts. Any future wagers, reward funds, or promotional entries during a self-exclusion period will be forfeited, with no refunds or winnings disbursements possible upon account reactivation.

Violations and Discretion

Users pledge not to attempt to deposit, place wagers, or establish new accounts during self-exclusion periods. MOA Communications B.V. retains the authority to close any such accounts upon detection. MOA Communications B.V.'s obligation is to exert reasonable efforts to prevent users from engaging in gaming activities. Users share the obligation of adhering to the agreed-upon terms.

Voluntary Nature of Self-Exclusion

A self-exclusion request is a voluntary undertaking by users. If users act contrary to such a request, neither MOA Communications B.V. nor its employees or affiliates shall be held liable for any losses incurred. Losses sustained during a self-exclusion period will not be subject to reimbursement.

Termination of Wagers and Actions

In instances of non-compliance with self-exclusion requests, MOA Communications B.V. retains the discretion to terminate or void placed wagers and to take appropriate measures. MOA Communications B.V. may also act if suspicions arise or if further investigation provides evidence that users have actively attempted to conceal the source of their accounts, thereby impeding MOA Communications B.V.'s ability to promptly block these accounts.

Conclusion of Self-Exclusion

Upon the expiration of a chosen self-exclusion period, the user's account will be automatically reactivated. Users will receive an email confirmation, sent to their registered email address, notifying them of this reactivation.

See the below questions. If your answer to the majority of them is “YES”, we advise you take action to prevent gambling from negatively impacting your life:

- Does gambling affect your work?
- Has gambling caused arguments with family/friends?
- Do you always return to win back your losses?
- Have you borrowed money to gamble?
- Do you see gambling as a source of income?
- Do you find it difficult to limit your gambling?

What to do?

Listed below are reputed organizations committed to helping those who struggle with gambling problems, and can be contacted at any time:

- [Gamblers Anonymous](#)
- [Gambling Therapy](#)
- [GamCare](#)