

# RESPONSIBLE GAMING POLICY

## JER-Team N.V.

**Updated: February 25, 2025**

Gambling is a leisure activity. Whether you or someone you know chooses to gamble, it is important to understand that gambling comes with potentially serious risks. That is why you, your family, and your friends should know how to protect yourselves when it comes to problem gambling. If you are worried that a family member or a close friend has immense problems with gambling, you should contact us (visit section “Contact us”). We have a lot of experience in dealing with these issues and can help both you and the person you are worried about, to get back on the right track. Winning every time is not possible. Losses are part of this game and it is necessary to be aware and be ready for them. For this reason, it is always important to play responsibly and not to risk with amounts of money that you cannot afford to lose. However, do not worry so much – **JER-Team N.V.** will do our best to be sure that your gaming experience is as positive as possible, even if today is not your lucky day.

### **Self-Exclusion and Cool-Off Periods**

If you believe that gambling may negatively affect your life, **JER-Team N.V.** provides tools to limit access to its services. Customers may request self-exclusion for various periods, including 24 hours, 7 days, 30 days, 2 months, or longer by contacting [legal@betitall.com](mailto:legal@betitall.com). Requests must be sent directly, not as a forward or carbon copy, to ensure proper processing. During a self-exclusion period, you will not be able to access games or services, make deposits, withdrawals, or inter-account transfers, and marketing communications will be paused. Self-exclusion begins once all active games are closed and you log out of your account. Staff members are trained in social responsibility and can provide guidance or refer you to further support if needed. If **JER-Team N.V.** determines that gambling poses serious financial harm, it reserves the right to close the player’s account to prevent further harm.

### **External Support**

If you or someone close to you is at risk of gambling dependency, independent tools and support services may help. **JER-Team N.V.** encourages the use of software and local support organizations to manage gambling behavior safely.

### **Underage Gambling**

**JER-Team N.V.** takes underage gambling very seriously. Gambling is considered an adult leisure activity, and it is illegal for anyone under the age of 18 to gamble. The Company reserves the right to request verification documents and may suspend accounts until proof of age is provided.

### **Parental Controls**

High-quality applications can be used to monitor or restrict computer and Internet access for minors. Parents and guardians are encouraged to use these tools to ensure a safe environment.

### **Intentional Misleading**

**JER-Team N.V.** provides tools and procedures to minimize the risk of gambling dependency. However, customers must cooperate fully with these measures. **JER-Team N.V.** is not responsible for, and excludes liability in cases where, a customer intentionally

provides false information, bypasses limits or exclusions, or circumvents other preventive measures. Customers are encouraged to contact customer support for guidance or questions regarding responsible gaming.