

Responsible gaming policy

Version 03.2025

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What is gambling addiction?

Problem gambling is associated with mental health problems such as depression, anxiety and suicide. They can affect family relationships, professional and academic progress, and can even lead to bankruptcy and crime.

Gambling is more of an entertainment than a source of income.

Gambling is an exciting and fun pastime. Unfortunately, in some cases, participating in such activities can cause problems. We care about our customers and do everything we can to ensure that our website is used responsibly without any negative consequences. We advertise our products and services in a responsible manner and will not target young or sensitive people.

No advertising or promotion is intended to mislead users or misrepresent the nature of the services to potentially vulnerable players. Clients are informed of their chances of winning as well as potential risks. Services are provided on a fee paid basis and excessive spending is not encouraged.

Please answer the questions below. If you answer “yes” to all of the questions, you are likely to have a gambling problem:

- Do you have uncontrollable expenses?
- Do you borrow money or steal to gamble?
- Have you noticed that you are spending less time with your family?
- Do you react poorly to other people's opinions about your online gambling?
- Have you lost interest in hobbies or regular leisure activities?
- Do you feel depressed or even suicidal because of your gambling failures?
- Have you ever lied to hide the amount of money or time you spent gambling?

It's never too late to admit that you have an addiction and fight it. We value our customers and will in no way contribute to the progression of this disease. Please review the following information to help you reduce your risk of developing a gambling addiction:

- Don't consider gambling as your main source of income;
- Set limits on the time and money that will be spent. Do not violate these restrictions;
- Please do not gamble if:
 - you are under the influence of alcohol or any other substance;
 - You are depressed;
 - Only play with money that you can afford to lose.
- Avoid chasing compensation for your losses.

Betunlim: Balancing Enjoyable Gaming with Responsible Support

We believe that responsible gaming is a shared responsibility. By implementing these measures and fostering a culture of informed decision-making, we aim to create a space where every player can enjoy our games responsibly.

We really want players to bet within what they can afford and not go over their budget.

Cooling up with Take a Break tool

Gaming should remain a fun experience, and at times, taking a break is essential. You have the option to temporarily block your account for a duration that works for you. During this break, your account will be inactive, meaning you cannot deposit funds, play games or log in. After the suspension period, you can effortlessly resume your gaming adventure with us.

Cooling periods:

24 hours

7 days,

1 month

To take a break you should press the relevant button. You can not terminate the cooling period before it is over.

The person who chose the cooling period does not receive bonuses or promo materials.

Limits

Betunlim offers the players the possibility to set the following limits:

Deposit limit - the player may define a maximum amount of deposits per day/week/month.

Wager limit - the player may define a maximum amount of wagers per day/week/month.

Loss limit - the player may define a maximum amount of loss per day/week/month.

If the option to change limits exists while a limit is already in place, any request to increase the severity of a deposit limit takes effect immediately, while requests to decrease the severity of a limit are subject to a 24-hour waiting period before implementation.

Track your Gaming Session Time with the Reality Check tool

We understand that sometimes the amount of time you spend gaming can seem less than it really is. We have developed a notification tool which helps you better track the amount of time you spend playing. This can help you manage your gaming more responsibly and provide added peace of mind. To turn this functionality on, simply visit the Account section and go to Settings.

You can establish a timer for 60, 90 and 180 minutes, depending on your comfort.

Self-Exclusion and Account Restoration

If you feel the need to take a more decisive approach to managing your gambling activities, you have the option to deactivate your account. To accomplish this, use the option in your account, do not write to support.

Self-exclusion is provided immediately since we receive the application. The self-exclusion is possible only for indefinite period of time without restoration.

Betunlim does not:

- Question the player's decision.

- Offer bonuses or promotions to encourage the player to continue playing.
- Delay or complicate the activation process.

When you join the casino's self-exclusion list, you won't be able to log in, add money to your account, or play games.

Betunlim may exclude a player if the player displays problematic gambling behaviour.

Betunlim keeps the list of excluded players for 5 years.

Ensuring Adult-Only Access

Betunlim is open only to players aged 18 and above. We recommend that you prioritize security measures to limit third-party connections to your account.

If there's a chance a minor could access your devices, you can install software to prevent underage gaming. Refer to the links below for options to secure your casino account from unauthorized access by children.

Net Nanny – www.netnanny.com

GamBlock – www.gamblock.com

CyberSitter – <https://cybersitter.com>

Discover Contacts of Players Support Hub

We are dedicated to assisting players who face challenges in their gaming habits. We encourage you to utilize the tools accessible via your account to maintain a balance of fun and responsible gaming. For extra support, resources, and assistance, consider visiting the following websites:

<https://www.gamblersanonymous.org.uk/>

<https://www.gamcare.org.uk/>

<https://www.gamblingtherapy.org/>

<https://www.gambleaware.org/home/>

Self-assessment

Players are recommended to answer honestly the questions published here:

<https://gamblersanonymous.org/20-questions/>

We will send notification about questioning at least every half a year to active players.

Screening the addictive behavior

We screen the behavior of players and send them messages informing them that they should pay attention to how they use our services and recommend them to use cooling up, addressing for help or self-exclusion.

The triggers are:

- Deposit and wagering frequency – sudden increases or erratic deposit, wagering or gaming session patterns.
- Use of multiple payment methods – particularly attempts to bypass limits.
- Reversing withdrawals – players cancelling withdrawal requests multiple times.
- Extended play sessions – prolonged gaming without breaks.
- Increased communication with customer support – including requests for bonuses or signs of agitation.
- Frequent changes to responsible gaming tools – such as continuously increasing deposit or loss limits or repeatedly making use of cooling-off period.
- Players under 25 years old spending substantial amounts, particularly on casino or virtual games.
- Players maxing out a credit card and attempting to register additional cards.
- Unrealistic spending patterns that do not align with the player's demographic profile.
- Attempts to open multiple accounts to bypass deposit or loss limits.

Training and Staff Readiness

Betunlim trains customer service and Responsible Gaming staff to handle player interactions professionally and effectively.

Training covers:

- Recognizing signs of gambling distress (e.g., agitation, aggression, or financial desperation).
- Conducting sensitive and structured conversations with at-risk players.
- Directing players to appropriate support resources and Responsible Gaming tools.

Responsible gaming officer

Betunlim appoints Responsible gaming officer. A person who occupies this position must have experience in casino management. Responsible gaming officer must not occupy the position of AML officer/compliance officer position.

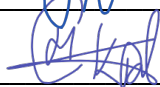
The key responsibilities of Responsible gaming officer:

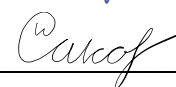
- Study and implement best practices of Responsible gaming,
- Provide relevant training to the support staff,
- Screen the behavior of players and recommend them to cool up or self-exclude when necessary,
- Deactivate the account of the player if the player displays problematic gambling behaviour,
- Report to the management team at least once every twelve (12) months as to the effectiveness of the policy and related operational procedure.

For questions and further explanations: support@betunlim.com.

Management team has read the following
Responsible gaming policy (v. 03.2025) and has no objections.


_____ **D.Shalygin**


_____ **M. Skripov**


_____ **I.Sakov**