

Responsible Gaming Policy

Advanced Sports Entertainment B.V.

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Corporate Director

Date:

1. Age Verification and Prevention of Underage Gambling

Registration for, and participation in, gambling activities on www.dicebet.com is only permitted for persons of or over the age of majority and in accordance with age limitations set by the country of residence.

According to Article 1.4(d) of the LOK, it is prohibited to allow minors (persons under 18 years of age) the opportunity to participate in games of chance.

1.1 Age Verification Process

- During account registration, players must enter their date of birth and confirm they are over 18 by selecting a designated checkbox.
- Additional verification checks must be performed to gain sufficient certainty the individual is not a minor. These checks may include:
 - Electronic verification systems (e.g., credit bureau checks, public records)
 - Payment validation (e.g., matching payment details to registered name)
 - Third-party database checks (e.g., identity verification services)
 - Selfie verification with government-issued ID
- Prior to first withdrawal, government-issued valid ID check (passport, national ID, or driver's license) is mandatory.
- Records of all age verification processes will be maintained for regulatory review and retained for a minimum of five years.

1.2 Underage Player Protocol

- If an underage player is identified, the account must be closed immediately.
- All deposits made by the minor must be refunded.
- Any winnings will be forfeited.
- The reason for account closure must be clearly communicated to the minor.

1.3 Parental Controls and Device Protection

We recommend adults take precautions when sharing devices with minors:

Never leave children unattended with access to gambling websites.

- Install filtering software to restrict access to gambling content (examples below).

- Keep account credentials and payment details confidential.
- Do not use "Remember my password" features.
- Create separate user profiles on shared devices.

Recommended filtering software:

- BetBlocker (betblocker.org)
- GamBlock (gamblock.com)
- Gamban (gamban.com)
- Net Nanny (www.netnanny.com)
- CyberPatrol (www.cyberpatrol.com)
- CYBERSitter (www.cybersitter.com)
- K9 Web Protection (www1.k9webprotection.com)

If it has come to your attention that an underage person has registered on

www.dicebet.com, please contact us.

2. Responsible Gaming Tools and Player Protection

2.1 Deposit Limits

Players can set limits on deposit amounts for:

- Daily periods
- Weekly periods
- Monthly periods

2.2 Cooling-Off Periods

Players may voluntarily initiate cooling-off periods without external influence or pressure. The process is as follows:

Initiation: Players can activate cooling-off periods via their account settings or by contacting customer support.

- **Duration Options:** 24 hours, 7 days, 1 month, or 3 months.

- **Vertical Restrictions:** Players may choose to restrict all gambling activities or specific products.
- **Marketing Opt-Out:** Players may opt out of marketing communications during the cooling-off period.
- **Activation:** Cooling-off periods take effect immediately upon confirmation.
- **Communication:** Players receive a confirmation email outlining the terms of the cooling-off period.

Players will not be incentivized, pressured, or guided toward any particular option (cooling-off vs. self-exclusion).

2.3 Self-Exclusion

Long-term exclusion options:

- 1 year (minimum)
- 3 years
- 5 years
- 10 years
- Lifetime

Players may initiate self-exclusion through their account settings or by contacting customer support. Once activated, the exclusion cannot be reversed before the selected duration expires.

Marketing communications will be automatically disabled during the self-exclusion period.

After the exclusion period ends, the player must request in writing (via email or chat) to reactivate their account. We will not initiate contact with the player.

2.4 Self-Assessment Tools

Players are encouraged to evaluate their gaming habits using a self-assessment questionnaire. We offer the following tools within the Responsible Gaming section:

1. The 20-question quiz from Gamblers Anonymous (<https://www.gamblersanonymous.org/ga-content/20-questions>)
2. The CAGE Questionnaire adapted for gambling, including the following prompts:
 - Have you ever felt you should cut down on your gambling?
 - Have people annoyed you by criticizing your gambling?
 - Have you felt guilty about gambling?

- Do you gamble early in the day to recover from losses (an “eye-opener”)?

Players who identify signs of risk are advised to explore cooling-off, deposit limits, or self-exclusion.

2.5 Operator-Initiated Exclusion

We reserve the right to initiate an exclusion where:

- A player exhibits indicators of gambling harm
- A player attempts fraud, misuse, or criminal activity

Such exclusions are documented, and the records retained for a minimum of five years. Exclusions will never be based on a player's winnings.

3. Player Information and Accessibility

The **HELP** section as well as Responsible Gaming section on our website provides resources for managing gaming behavior and accessing support. It is:

- Clearly identifiable and accessible from all pages.
- Available in the language of the target market and in English. If discrepancies occur, the English version prevails.
- Includes direct links to responsible gaming tools (e.g., deposit limits, cooling-off periods, self-exclusion).
- Explicitly referenced in the Terms & Conditions, which are accessible within one click from the homepage.
- Linked from the footer of the homepage alongside
 - A clear “18+” underage gambling prohibition icon
 - Licensee name and CGA license number
 - Statement confirming CGA regulatory oversight
 - The CGA digital seal
 - Direct link to at least one local or international gambling addiction resource

International Support Organizations:

- GamCare: www.gamcare.org.uk
- Gamblers Anonymous: www.gamblersanonymous.org

- BeGambleAware: www.begambleaware.org

4. Player Support and Intervention

4.1 Behavior Monitoring

We monitor for signs of problematic gambling, including:

- Sudden increases in wagering activity.
- Repeated failed transactions.
- Withdrawal reversals.
- Extended play sessions.
- Frequent limit changes.
- Multiple account attempts.

4.2 Intervention Protocol

For at-risk players, we follow a structured process:

1. **Identification:** Player profiling and risk assessment based on behavioral markers.
2. **Documentation:** All interactions and outcomes are recorded for regulatory compliance.
3. **Intervention:** Actions may include:
 - Recommending responsible gaming tools.
 - Applying mandatory deposit limits.
 - Temporarily suspending accounts.
 - Permanently excluding players in severe cases.

Frontline staff are trained to recognize signs of gambling distress and guide players to support resources.

5. Training of Employees

All customer service and Responsible Gaming staff undergo mandatory training, which includes:

- Recognizing signs of gambling distress.
- Handling interactions with players exhibiting problematic behaviors.

- Guiding players to support resources.
- Documenting interventions in accordance with regulatory requirements.

Training is refreshed annually to ensure compliance with evolving best practices.

6. Consumer Advertising and Marketing

Our advertising and marketing practices adhere to the following guidelines:

- Avoid targeting vulnerable groups (e.g., minors, self-excluded players).
- Do not misrepresent the nature of gambling or its potential risks.
- Refrain from emotional manipulation (e.g., suggesting gambling as a solution to financial problems).
- Include responsible gaming messaging in all promotional materials.
- We do not offer credit for the purpose of gambling.

All marketing campaigns are reviewed for compliance with responsible gaming standards before launch.