

ALTERNATIVE DISPUTE RESOLUTION AGREEMENT

THIS ALTERNATIVE DISPUTE RESOLUTION AGREEMENT (the “**Agreement**”) is made effective as of 19 March 2026 (the “**Commencement Date**”).

PARTIES

- (1) **Advanced Sports Entertainment N.V.**, a company incorporated in Curaçao company number 140543 whose registered address is at Kaya Richard J. Beaujon Z/N Curaçao (the “**Operator**”).
- (2) **EGIS – FZCO**, a company incorporated in Dubai with trade licence number 22105 whose registered address is at Unit 22105-001, IFZA Business Park, DDP, Dubai, United Arab Emirates (the “**Provider**”).

Each of the Operator and Provider may be individually referred to as “**Party**” and, collectively, as “**Parties**”.

BACKGROUND

- (A) The Operator is a gaming operator licensed by the Curaçao Gaming Authority (CGA). The Provider specialises in the provision of Alternative Dispute Resolution Services to gaming operators and is a CGA Certified ADR entity authorised to provide ADR services for CGA B2C license holders.
- (B) The Operator desires to use the Provider for the provision of all Alternative Dispute Resolution Services between customers of the Website(s) (as listed in Schedule 2) and the Operator as required.

In consideration of the mutual covenants and agreements set forth herein, the Parties hereby agree as follows.

1. SERVICES

- 1.1. The Provider shall provide alternative dispute resolution by handling disputes that have not been resolved at the Operator’s level, the scope of which is described and listed in Schedule 1 (the “**Services**”), provided that only admissible disputes falling within the contractual or transactional ADR remit contemplated by applicable CGA requirements each such dispute dealt with by Provider shall be regarded as a “**Case**”).
- 1.2. Any additional work outside of the scope of these Services must be pre-approved and accepted mutually between the Parties. Provider has full discretion in accepting work outside of scope of the aforementioned Cases.
- 1.3. Provider shall acknowledge initiation of the ADR process to the Operator within 3 working days, notify the Operator of the information required, and use reasonable endeavours to resolve each complete Case within 30 days. Such timeframe shall however be dependent on the complexity of the Case and speed of communication between Operator and customers, as applicable. . If a Case cannot be resolved within 30 days, Provider shall issue a written progress update to both parties every 30 days thereafter, including reasons for delay and the current procedural stage.
- 1.4. The effect and result of Providers alternative dispute resolution Services are final and binding on the parties to the Case.
- 1.5. Operator may dispute any invoice, or any part thereof, by written notice within 15 business days of receipt, setting out reasonable details of the dispute, provided that such dispute is raised in good faith. The Operator shall pay all undisputed amounts in accordance with this Agreement. Provider shall not suspend, revoke, or terminate the Services on account of any amount that is genuinely disputed in good faith until the dispute has been resolved, provided that such dispute shall be resolved within a maximum of 30 days.

2. FEES AND INVOICING

- 2.1. In consideration of the Services provided by Provider, the Operator shall pay to Provider a payment in the amount of €350 (three-hundred fifty) EUR (the "Operator Fee") per Case. For purely monetary disputes, the Operator Fee shall only apply where the amount in dispute is equal to or exceeds €350, unless the Case concerns responsible gambling, self-exclusion, minors, account security, fraud, AML/CFT, or other non-monetary matters which the Provider agrees should remain admissible regardless of value.
- 2.2. A nuisance fee of €15 (the "Nuisance Fee") shall apply only where a submission is clearly inadmissible on one or more of the following grounds: (i) the Operator's internal complaints process has not been completed in accordance with applicable CGA requirements; (ii) the dispute is a duplicate of a matter already decided by the Provider, another ADR provider, or a court; (iii) the dispute is frivolous or vexatious; or (iv) the dispute clearly falls outside the contractual or transactional scope of ADR. No nuisance fee shall be payable where the classification of the submission is reasonably disputed in good faith by the Operator until such classification is resolved. Provider shall specify in writing the ground relied upon for each Nuisance Fee charged and shall provide such written statement to the Player, with the Operator receiving a copy thereof.
- 2.3. Provider shall submit invoices for the Operator Fees and any Nuisance Fees to Operator at the beginning of every month for each charged Case or redirected submission, including the case ID, date closed, outlining each Case handled and the amounts owed by Operator.
- 2.4. Invoices shall be sent to Operator at:
payments@dicebet.com
Emails shall be deemed received on the next working day.
- 2.5. Failure by the Operator to pay the Operator Fees within 30 (thirty) days of receipt of the applicable invoice may result in Provider suspending the Services on written notice to Operator. Provider shall not suspend, revoke, or terminate the Services on account of any amount that is genuinely disputed in good faith, provided that if such dispute is not resolved within 30 (thirty) days of notification of the dispute and such delay is not attributable to the Provider, the Provider may suspend or terminate the Services notwithstanding the existence of such dispute.
- 2.6. Payment shall be made by Operator in such currency or cryptocurrency as may be mutually agreed between the Parties.

3. TERM

- 3.1. This Agreement will commence on the Commencement Date and shall continue in force unless and until terminated in accordance with the terms specified herein.

4. TERMINATION

- 4.1. Either Party may terminate this Agreement without cause upon 3 (three) months' written notice to the other Party.
- 4.2. Either Party may terminate this Agreement immediately upon giving written notice to the other Party if that other Party:
 - (i) commits a material breach of its obligations under the Agreement which, if capable of remedy, it fails to remedy within 14 (fourteen) days after being given written notice specifying full particulars of the breach and requiring it to be remedied. For the avoidance of doubt, non-payment of an invoice by Operator for over 30 (thirty) days will constitute a material breach;
 - (ii) is dissolved, ceases to conduct substantially all of its business or becomes unable to pay its debts as they fall due;
 - (iii) is a company over any of whose assets or property a receiver is appointed;

- (iv) makes any voluntary arrangement with its creditors or becomes subject to an administration;
or
- (v) has a bankruptcy order made against it or goes into liquidation.

5. CONSEQUENCES OF TERMINATION

- 5.1. In the event of termination of this Agreement for any reason, on the effective date of such expiry or termination the Operator shall pay to Provider any outstanding undisputed invoices. In respect of Operator Fees and Nuisance Fees already rendered for which no invoice has been submitted, the Provider may submit an invoice, which shall be payable within 30 days of receipt to the extent not disputed by Operator in good faith.
- 5.2. If Provider ceases to be a CGA Certified ADR provider, Provider shall notify Operator within two working days and cooperate fully in an orderly transition of active Cases to another CGA Certified ADR provider or such other arrangement as may be permitted by the CGA. Provider shall transfer the case files, status information, and relevant records promptly and securely, and shall not charge additional transfer fees unless expressly agreed in writing.

6. CONFIDENTIALITY

- 6.1. Each Party shall keep confidential the execution, terms and performance of this Agreement and all Confidential Information of the other Party obtained in connection with this Agreement and shall not disclose it except to its personnel, professional advisers, regulators, or as required by law, in each case on a need-to-know basis and subject to obligations of confidentiality. and shall not disclose, make available or assign such confidential information to any third party without the prior written consent of the Party providing the information.

7. NO AGENCY

- 7.1. It is understood and agreed that Provider is an independent contractor and that Provider has performed the Services and has at all times complied with applicable law. The Operator shall therefore have no control, effect or influence on the outcome of the alternative dispute resolution Services to be performed and handled by Provider. It is also expressly understood that the Provider will not be considered Operator's agents or employees, and have no authority whatsoever to bind Operator by contract or otherwise.

8. LIABILITY

- 8.1. Nothing in this Agreement shall limit or exclude either Party's liability for:
 - i) death or personal injury caused by its negligence; or
 - ii) any other liability which cannot be limited or excluded by applicable law.
- 8.2. Subject to clause 8.1, in no event shall either Party have any liability to the other under or in connection with the Agreement for any loss of profit, data, savings, business, revenue, and/or goodwill, or any indirect, consequential, incidental or special loss or damage of any kind even if such Party has been advised of the possibility of such damages.
- 8.3. Subject to clauses 8.1 and 8.2, and except for a breach of clause 6 (Confidentiality) and clause 10 (Data Protection), the maximum aggregate liability owed by either Party to other arising out of or in relation to this Agreement, whether in contract, tort (including negligence), breach of statutory duty or otherwise shall be limited to Operator Fees paid by the Operator during the term of this Agreement in the one (1) month preceding the date that such liability arose. The Parties agree that the preceding limitations represent a reasonable allocation of risk.

9. EXCLUSIVITY

- 9.1. This Agreement does not establish an exclusive relationship between the Parties.

10. DATA PROTECTION

- 10.1. Each Party shall comply with its applicable obligations under the Data Protection Legislation. Data Protection Legislation means any applicable law relating to the processing, privacy and use of personal data, as applicable to either party or the Services under this Agreement, including the GDPR (General Data Protection Regulation (EU) 2016/679), and/or any corresponding or equivalent national laws or regulations.
- 10.2. The personal data of the customers of the Website(s) as well as any other personal data which becomes available to Provider in connection with the Services shall herein be referred to as the "Protected Data".
- 10.3. The Parties agree that the Operator is a Controller and the Provider is a Processor for the processing of Protected Data pursuant to this Agreement. Provider shall, and shall ensure each of its personnel and Sub-Processors will comply with the Data Protection Legislation in connection with the processing of Protected Data for the purpose of performing the Services.
- 10.4. Provider shall not appoint or replace any Sub-Processor without prior written notice to the Operator and a reasonable opportunity for the Operator to object on legitimate data protection grounds. Provider shall remain fully liable for the acts and omissions of all Sub-Processors. Provider shall not transfer Protected Data outside the applicable permitted jurisdictions except in accordance with applicable Data Protection Legislation and the Operator's documented instructions.

11. INDEMNITY

- 11.1. The Operator shall indemnify, defend, and hold harmless the Provider, its affiliates, and their respective officers, directors and employees, and successors from and against any and all claims, demands, actions, liabilities, costs and expenses (including reasonable legal fees) arising out of or in connection with: (i) any material or information provided by Operator to the Provider for purposes of the ADR Services; (ii) any breach by the Operator of its obligations under this Agreement; or (iii) any delay in, or prevention of, the Provider's performance of the ADR Services resulting from any act or omission of the Operator or its personnel, agents, subcontractors, or consultants.
- 11.2. The Provider shall indemnify, defend, and hold harmless the Operator, its affiliates, and their respective officers, directors, employees, and successors from and against any and all claims, demands, actions, liabilities, costs, and expenses (including reasonable legal fees) arising out of or in connection with: (i) (ii) any breach by the Provider of its obligations under this Agreement; or (iii) the negligence or willful misconduct of the Provider.

12. ASSIGNMENT

- 12.1. The rights of the Provider under this Agreement are personal to the Provider and may not be assigned or transferred to any other person, firm corporation, or other entity without the prior, express, and written consent of the Operator.
- 12.2. The rights of the Operator under this Agreement may be assigned to any of its affiliated entities by written notice to the Provider.

13. GOVERNING LAW

- 13.1. This Agreement shall be governed by and construed under the laws of Curacao. Any dispute arising out of or in connection with this Agreement, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by Curacao courts in accordance with the Arbitration Rules of the LCIA for the time being in force, which Rules are deemed to be incorporated by reference in this clause. The tribunal shall consist of one (1) arbitrator. The language of the arbitration shall be English. The seat of arbitration shall be in Curacao.

This Agreement and its Schedules (Schedule 1 and 2) has been entered into on the date stated at the beginning of it.

Signed by Global Related
Services B.V. represented by
Gouloud Mercedes Hammoud
For and on behalf of Advanced
Sports Entertainment N.V.
(**Operator**)



Director

Date:

Signed by **Hazem Eldine**
For and on behalf of EGIS -
FZCO (**Provider**)



H.Eldine (Jun 3, 2026 17:53:18 EDT)

Director

Date:

SCHEDULE 1 – SERVICES

Services

The Provider shall assist in providing alternative dispute resolution by handling disputes that have not been resolved at the gaming operators level in connection with the following circumstances, provided that only admissible disputes falling within the contractual or transactional ADR remit contemplated by applicable CGA requirements (each such dispute dealt with by Provider shall be regarded as a “**Case**”).

- Wagering disputes (sports, casino, poker) – including LIVE dealer disputes
- Bonus disputes (promotional terms, bonus abuse etc.)
- Probability disputes (Random Number Generator – RNG)
- Deposit/Withdrawal disputes (FIAT & crypto)
- Responsible gambling disputes
- Problem gambling disputes (including self-exclusion)
- Legal threats/demand letters
- Cases of underage players
- Jurisdictional cases
- ATOs (account take overs – players claiming others have accessed their account)
- Alleged unfair treatment towards the player by Customer Services/Management
- Seizure or voiding of funds (often due to fraudulent activity in the account)
- Player verification/identity disputes
- Fraud case disputes involving:
 - Stolen identity
 - Multi-accounting
 - Non-recreational gameplay (often in relation to referral abuse)
 - System vulnerability cases (software malfunctions)
 - Bots/'Robot' software
 - Collusion/Chip dumping or other poker-related violations
 - False claims

SCHEDULE 2 – WEBSITE(S)

The following shall be defined as the Website(s) owned and controlled by Operator, and Provider shall provide Services to the following:

WEBSITE(S):

dicebet.com

Provider shall provide Services only in respect of the Website(s) expressly listed in Schedule 2. Any addition or removal of Website(s) operated by the Operator, or otherwise falling within the Operator's scope of services, must be communicated in writing to the Provider. The Operator shall ensure that Schedule 2 remains complete and up to date at all times.

The Provider's details and hyperlink shall be included in the Operator's Terms and Conditions and in the Operator's standalone Complaints Procedure page or document, which shall be visible and accessible on the Operator's website.

In the event that we require information regarding a dispute, please provide a point of contact email. This could be the Compliance Officer, a senior member of the CS team, or any other individual who is in a position to provide us with information that could serve as the point of contact.