

Player-Facing Content

Operator: B2bseven B.V. (Reg. No. 152184), Kaya Richard J. Beaujon Z/N Landhuis Joonchi II, Willemstad, Curaçao

Website: www.b2bseven.bet

Licence: Curaçao Gaming Authority (CGA), Licence No. OGL/2024/636/0578

Part A — Gaming Addiction

Responsibility on both sides!

Player protection and self-help

Most people play for their entertainment. Playing to a reasonable extent and within one's own financial ability is completely harmless. For a small portion of the population, however, gambling is no entertainment, but a serious problem.

What is a gambling problem?

Problem gambling is defined as gambling behavior which causes harm to the existence, the work, the financial situation or the health of an individual or their family. This means that playing for an individual in the long run has nonconformist and negative consequences. Pathological Gambling has been considered, since 1980, as an independent mental disorder in the international classification systems DSM-IV and ICD-10. It is defined as a persistent, recurring and often even increased gambling behavior despite negative personal and social consequences such as debt, breakdown of family relations and impairment of professional development.

For gaming disorders to be diagnosed, the behaviour pattern must be of sufficient severity to result in significant impairment in personal, family, social, educational, occupational or other important areas of functioning and would normally have been evident for at least 12 months.

When will this conduct be regarded as problematic or addictive behavior?

We would like to emphasize that a diagnosis in terms of problem gambling can only be made by trained specialists. This site offers materials that make it possible to assess one's own behavior and to reconsider. A particular difficulty with non-substance-bound addictions is that the transition from the desire to addiction is easy to overlook. But there are certain warning signs that may indicate a problem. In the presence of at least five of the following features a serious addiction problem cannot be excluded:

- The player is heavily occupied by gambling. The thoughts turn constantly to the games.
- The stakes are getting higher.
- Attempts to control the play / abandon are unsuccessful.
- When trying to cut down, the player becomes restless and irritable.
- The games are used to escape problems or unpleasant feelings.
- The player is chasing losses.
- The player lies about his gambling.
- The player undertakes illegal activities.
- The player threatened or lost important relationships.
- The player relies on the gambling money.

WHO Test

The World Health Organization of the United Nations (WHO) has relevant information and tests. Note that b2bseven does not record any of the tests you take. The International Statistical Classification of Diseases and Related Health Problems, 10th Revision (ICD-10), WHO, serves as the worldwide standard for examination of the general health situation as well as diseases and other health problems of the people.

“Your First Step to Change” — self-change toolkits from Harvard Medical School

“Your First Step to Change” is a collection of self-change toolkits available to the public, free of charge, from scientists at Harvard Medical School. Many people change their excessive behavior patterns without entering treatment. These toolkits are for individuals who would like help making a change or want information about their own risky behavior. The toolkits help people:

- Gain information about addiction-related problems.
- Evaluate their own addiction-related behavior.
- Develop change strategies, should they decide that change is the best course.

You can read more about this on divisiononaddiction.org, or directly download the PDF version of the book.

Self-control and self-protection

b2bseven offers users various self-protection measures to play responsibly and provides detailed information about these options. We encourage our customers to use these tools. The self-protective measures are taken seriously and are valid for the agreed period. Please review the Responsible Gaming section.

b2bseven sets a maximum deposit limit for each customer.

Personal limit: b2bseven also offers each customer an opportunity to reduce the Company’s standard deposit limit individually. When you contact b2bseven to reduce your limits downwards, this will be effective immediately. If you want your limits to be increased this will take 72 hours at the earliest.

Lock yourself: b2bseven customers always have the opportunity to exclude themselves or to apply for blocking promotional emails. The available options are 1 month, 3 months or an indefinite period. Users may also be excluded from game participation.

Part B — Self Exclusion

If you feel you are at risk of developing a gambling problem or believe you currently have a gambling problem, please consider Self-Exclusion. If you want to stop playing for any other reason, please consider Cooling Off.

To self-exclude yourself visit your account settings.

Self Exclusion prevents you from using your account when you have problems with gambling or you suffer from a gambling addiction. Self Exclusion is offered for a period of 1 year, 3 years, 5 years, 10 years and lifetime. During the period of self-exclusion you will not be able to login to your account. We will do our best to detect and close any new accounts you may open.

You may revert your self-exclusion if needed, by sending an email to our support team, from the email associated with your account.

If you wish to withdraw funds, it is advised that you make such a request via email (the one associated with your account). Our staff will assist you and might require certain verification documents from you before your withdrawal is processed.

Part C — Player Complaints and Dispute Resolution Policy

1. Complaint Submission Process

If you are dissatisfied with any aspect of our services, you have the right to submit a formal complaint to support@b2bseven.bet. Complaints may be submitted by completing and emailing the downloadable PDF Form. The form is available in English and in the primary language of our website.

Your complaint must include:

- Full name, registered email address, and place of residence
- Account number (if applicable)
- Date of the complaint and the incident
- A clear description of the issue with supporting evidence

Complaints must be submitted within six (6) months of the incident or settlement of the relevant bet. Only the registered account holder may submit complaints.

2. Complaint Handling Timeline

2.1 Initial Confirmation

- Responsible Gaming Complaints: Confirmation within 2 days, including processing explanation and expected resolution time.
- All Other Complaints: Confirmation within 7 days, including explanation and expected resolution time.

2.2 Resolution Timeline

- Responsible Gaming Complaints: Best efforts to resolve within 5 business days; may extend by 2 weeks with notice.
- All Other Complaints: resolved within four (4) weeks. Extensions up to four (4) more weeks may be granted with notice.

2.3 Final Outcome

Players will receive a reasoned, written outcome with supporting evidence or a clear explanation if the complaint is rejected. If dissatisfied, the player may escalate to ADR.

3. Types of Complaints Accepted

- Deposit or withdrawal issues
- Bonus or promotion disputes
- KYC / account verification problems
- Account restrictions or closures
- Responsible gaming measures
- Technical problems
- Breaches of terms and conditions
- Fraud or misconduct
- Data protection issues
- Errors or unfairness in game outcomes
- AML concerns or suspicious transactions
- Issues involving minors
- Fraudulent games or practices
- Licensing or regulatory compliance issues

4. ADR and Regulatory Escalation

If you are not satisfied with our response, you may escalate your complaint to an independent, CGA-approved Alternative Dispute Resolution (ADR) provider, at no cost to you. ADR details are available upon request. If you withdraw from the ADR process after initiation, the complaint cannot be reopened.

ADR results are final and cannot be re-submitted to a different ADR provider. ADR does not affect your legal rights.

5. Role of the Curaçao Gaming Authority (CGA)

The CGA does not mediate individual player disputes but may be contacted in cases of regulatory breaches, malpractice, or whistleblowing.

Email: complaints@gamingcontrolcuracao.org

6. Artificial Intelligence

Artificial Intelligence (AI) may be used to assist with the initial triage or acknowledgment of player complaints.

All complaints that involve Responsible Gaming, complex issues, or potential regulatory breaches will be handled by a human agent, not AI.

AI-assisted communications will only be used for routine or straightforward complaints and will always be reviewed for accuracy and consistency.

We actively monitor all AI-assisted responses to ensure that recommendations and outcomes are fair, reasonable, and aligned with the operator's policies and regulatory obligations.

You may request at any time that your complaint be handled exclusively by a human representative.

7. Record-Keeping & Reporting

We maintain complaint and dispute records for 5 years and submit complaint reports to the CGA twice per year, in line with regulatory requirements.

8. Visibility & Terms

- Policy linked from homepage and registration page
- Integrated in Terms & Conditions
- Players confirm acceptance during account creation

Part D — Site-Wide Disclosures (displayed on every page)

- Operator identification: "This website is operated by b2bseven B.V., a company registered at Kaya Richard J. Beaujon, Willemstad, Curaçao, licensed and regulated by the Curaçao Gaming Authority under License No. OGL/2024/636/0578."
- CGA Verified Certificate Seal.
- Responsible-play warning: "Gambling can have financial consequences and can cause addiction. Please play responsibly!"
- Terms acceptance and change notice: "In order to register for this website, the user is required to accept the General Terms & Conditions. In the event the General Terms and Conditions are updated, existing users may choose to discontinue using the products and services before the said update shall become effective, which is a minimum of two weeks after it has been announced."

- Complaints routing: “Any complaints will be addressed according to our Dispute Resolution Policy.”
- Persistent legal/help menu on every page: Terms of Service, Responsible Gaming, Self Exclusion, Dispute Resolution, AML, Fairness & RNG Testing Methods, KYC Policies Privacy & Management of Personal Data, Account Pay-outs and Bonuses, Cookies Policy, Refund Policy, Gaming Addiction, About Us, Contact, Betting Rules.