

Responsible Gaming

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Please read this information carefully for your own benefit.

<https://drgn.casino> is operated by Dragon Money N.V. having its office at Abraham de Veerstraat 9, Curacao.

Company Registration number 159443.

Gambling should be enjoyed as a form of entertainment, not as a way to generate income. While most players gamble for fun and excitement, we recognize that gambling can have negative consequences for some individuals. Dragon Money N.V. takes multiple measures under our Responsible Gaming program to minimize the risk of problem gambling and to intervene when needed. We emphasize player education, self-control tools, and proactive support to ensure gambling remains an enjoyable activity and does not cause harm.

Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of these Terms and Conditions:

- **Account** means a unique account created for You to access our Service or parts of our Service.
- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Curacao Co
- **Service** refers to the Website.
- **Website** refers to <https://drgn.casino>
- **You** means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

Age Verification and Minor Protection

Strictly 18+ Only: You must be 18 years of age or older to register an account or play on our platform. We have rigorous age verification processes in place to prevent underage gambling. During account registration, you are required to provide your date of birth and confirm that you are over 18 (for example, by ticking an "I confirm that I am at least 18 years old and agree to drgn.casino Terms of Use Agreement " confirmation box) . We may also verify your age through your payment details (e.g. credit card ownership) or request identity documents to confirm you have reached legal age.

Account Verification: If we suspect an underage person is using our service, we will suspend the account pending verification. No one under 18 can deposit or wager – if our verification process finds a minor has gained access, the account will be closed immediately. Any funds deposited by the underage player will be returned and any winnings will be forfeited. We will also clearly communicate the reason for account closure in such cases. Maintaining detailed records of age verification is part of our compliance, and these records may be reviewed by regulators.

Parental Controls: We strongly encourage parents and guardians to take precautions to prevent minors from accessing gambling sites. Do not share your account or payment details with anyone underage. We recommend using internet filtering and parental control software to block gambling websites from minors. For example, tools like Net Nanny (www.netnanny.com) or Gam Block (www.gamblock.com) can help restrict access. Or use a list of internet filters, to support you, from keeping your children from any context, which was not made for them:

<https://famisafe.wondershare.com/internet-filter/best-internet-filters.html>

We also advise keeping your Dragon Money N.V. login credentials secure and not saved on shared devices to avoid misuse by minors.

No Underage Marketing: Dragon Money's games and marketing are not aimed at minors. We avoid any imagery, language, or advertising that could appeal to children. All our promotional materials clearly indicate 18+ and comply with regulations to prevent underage appeal.

We require players to verify their age using a valid government-issued ID (e.g. passport, national ID or driver's license) at account registration (and at least before the first withdrawal). All age-verification checks and their outcomes are documented and retained for regulatory review

Responsible Gambling and Self-Assessments

Gambling means for the majority of our Users, entertainment, fun and excitement. But we also know that for some of our Users gambling has negative side effects. In the medical science is pathologic gambling since many years as serious sickness recognised.

Since our first day we think about this problematic and try out best to help. Under "Responsible Gambling" We understand multiple steps of measures, with which a gambling provider can help to lower the possibility of negative side effects appearing. In case they already appear we also try to take active steps against them.

The most important instrument against negative side effects from gambling are knowledge and education about the risks of gambling too support our Users self-control in order to make sure they do not suffer from negative side effects.

Self-Assessment Test: If you suspect you might be developing a gambling problem, we encourage you to take a confidential self-assessment quiz. This can help you evaluate your gambling behavior. You can find a reputable self-test on the BeGambleAware website <https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/> or other support sites. Honest answers to such a questionnaire may indicate whether your gambling habits are safe or if you should seek help. And you can also find additional information about gambling addictions at: <https://www.begambleaware.org/safer-gambling/>

Players can access and download their betting and wagering history (including timestamps of all transactions) for at least the past six months via their account. Older history will be provided on request (within 10 working days). We also encourage players to regularly use scientifically recognized self-assessment questionnaires (for example, the Gamblers Anonymous 20-question quiz) to evaluate their gambling habits and identify any potential issues.

Helpful hints for responsible gambling at <https://drgn.casino>

We recommend you think about the following hints, before gambling in order to insure gambling stays fun for You and without any negative side effects:

- Set yourself a deposit limit
Before you start to gambling think about how much you can afford to gamble with according to Your financial situation. Play with amounts which are for fun and for Your entertainment
- Do not try to win back a loss at every cost
Try to not take to huge risks to win back what You lost before at any cost. Play for Entertainment and not to earn money.

- **Set yourself a time limit**
Set yourself a time limit and do not break it. Keep in mind gambling should stay in balance with your other hobbies and not be Your only hobby.
- **Play smart:**
It is smarter to not play, when You are extremely stressed, depressed or under too much pressure. Also do not play when you are under the influence of Medications, Drugs or Alcohol.
- **Take breaks:**
You should take breaks when You notice, that You get tired or can't concentrate anymore
- **Only one account:**
To make it easier to have an overview how much time and money You spend on gambling it is highly advised to not create more than one Account per Person.

By keeping these guidelines in mind, you can ensure that gambling stays an enjoyable leisure activity. If at any time you feel gambling is becoming a problem for you, remember that help is available and that you are not alone.

Player-Imposed Limits and Controls

Dragon Money N.V. provides an account tool that empowers you to control your gambling activity. We strongly encourage you to use this feature to stay within safe limits. All limits can be managed directly by you through your personal account dashboard (without needing to contact customer support), in line with CGA requirements for player-facilitated controls.

Deposit Limits: You can set a cap on the amount of money you deposit into your account per day, week, or month. These limits allow you to budget your gambling spend. Once your chosen deposit limit is reached, you will not be able to deposit further funds until the next period begins. You can decrease your deposit limits at any time with immediate effect. Requests to increase or remove your deposit limit are subject to a waiting period (for example, a 7-day cooling-off period) before they take effect. This delay is a safeguard to prevent impulsive changes. By using deposit limits, you can ensure you never deposit more than you can afford.

We highly recommend setting these limits early on and adjusting them as needed to suit your personal budget and schedule. Making limits stricter (lowering them) will take effect right away but making them looser (raising a limit or extending time) will only apply after a waiting period, to ensure thoughtful changes. As required by CGA standards, any request to relax (increase) an existing deposit limit will only take effect after a 24-hour cooling-off period. If you need any assistance in setting up these tools, our support team is available to help.

Cooling-Off Periods (Step 1: Rest Mode)

If you feel the need to take a short break from gambling, Dragon Money N.V. offers a two-step player protection process. The first step is called Rest Mode (cooling-off period), which provides an immediate, short-term break from gameplay.

When activated, Rest Mode locks your account for 24 hours/7 days/1-3 months at your option. During this time, you will be unable to deposit, wager, or participate in any gambling activity.

When activating a cooling-off period, players are given the option to select the duration, the product verticals (e.g., slots, table games, live casino), and the brands or domains to which the restriction should apply. All checkboxes in this selection are presented blank by default — no option is pre-selected. Players must actively choose the scope of their restriction.

At the end of the cooling off period, you will receive a system message asking whether you would like to transition to the second level of protection — the Block Mode (self-exclusion).

- If you confirm that you would like to enter Block Mode, you will be presented with several longer self-exclusion options (see below).
- If you do not respond to the message, Rest Mode is considered complete, and your account will be automatically reactivated with full access to gameplay.

At the end of the selected cooling-off period, the player's account will be automatically reactivated unless the player has explicitly requested to extend the restriction or to transition into a longer-term self-exclusion. Players are reminded of this option before the cooling-off period expires.

This two-step system is designed to allow you to take a short break and then make an informed decision about whether a longer-term exclusion is needed.

We do not question or discourage any player's decision to activate Rest Mode (cooling-off); it takes effect immediately upon request. Players are clearly informed of the difference between Rest Mode and Block Mode, and may opt to proceed directly to Block Mode (self-exclusion) at any time if they prefer.

Self-Exclusion (Step 2: Block Mode)

Block Mode provides longer-term account restrictions, with the following options available:

- 1 year
- 3 years
- 5 years
- 10 years
- Permanent exclusion

All self-exclusions apply across all brands, products, and verticals operated under our license. Partial or selective exclusions are not permitted. A player choosing to self-exclude will be excluded from the entire gaming environment covered by Dragon Money's licensed operations.

Once selected, your account is immediately locked for the chosen period and cannot be accessed until the exclusion expires. You will also be removed from marketing communications for the duration of the exclusion.

Once a self-exclusion period has expired, the player must actively request reactivation of their account. Reactivation will not occur automatically. Before reactivation, we remind players of available Responsible Gaming tools and may recommend a self-assessment to ensure they are ready to return to play responsibly.

Block Mode (Self-exclusion) is irrevocable; we offer a minimum one-year exclusion and longer periods. We retain all records of self-exclusions (and any operator-initiated exclusions) for at least five years. Any payment method on file used by a self-excluded player will be blocked during the exclusion period. We will not exclude a player solely on the basis of their winnings.

Responsible Marketing and Advertising

We are committed to ensuring that all our marketing and advertising practices are socially responsible and do not exploit vulnerable individuals. Dragon Money N.V. adheres to strict guidelines for promotions, advertising content, and targeting, in line with CGA's responsible marketing principles:

- **No Targeting Minors or Vulnerable Groups:** Our marketing campaigns do not target minors, self-excluded players, or those with known gambling problems. We avoid imagery, themes, or channels that are appealing to underage audiences. We also do not target individuals who have opted out or shown signs of problematic play. For example, if you are self-excluded or on a cooling-off period, you will not receive promotional offers from us. We further ensure that our affiliate partners and advertising networks also comply with these targeting restrictions.
- **No Portrayal of Gambling as a Financial Solution:** We never portray gambling as an easy way to get rich, pay off debts, or solve financial difficulties. Our messaging does not suggest that skill or luck will guarantee winnings, nor do we imply that gambling is a viable source of income. All outcomes on our site are based on chance, and we encourage players to view gambling purely as entertainment.
- **Honest and Moderate Tone:** Our advertisements are free from false promises or exaggerated claims. We do not use aggressive or high-pressure language. There are no messages like "win now or miss out" that might push someone to gamble irresponsibly. All bonus offers and promotions come with clear terms and conditions, and we present them transparently.
- **No Misleading Content:** We ensure that our marketing does not misrepresent the nature of our games. We would never claim a game is "risk-free" or that one can improve their odds beyond the established rules. Games of chance are presented as such – chance. If a game involves skill, we describe it accurately. We also avoid content that suggests gambling can be a way to overcome personal problems or escape reality.
- **Appropriate Imagery and Endorsements:** Dragon Money N.V. avoids using any imagery that is primarily attractive to children (such as cartoons or youth-oriented symbols). We do not feature minors in our ads, and we do not use celebrities or influencers who are underage or who have special appeal to minors. Our marketing materials do not contain indecent, violent, or otherwise inappropriate content. We focus on the fun and excitement of our games without crossing ethical lines.
- **Opt-out and Respecting Choices:** Every marketing email we send includes a clear opt-out/unsubscribe option. If you tell us you do not wish to receive promotional material, we honor that choice. Additionally, as noted, players who activate any Responsible Gaming tool — including deposit limits, cooling-off, or self-exclusion — are immediately removed from all marketing communications. Upon the expiry of any such restriction, marketing communications will not be resumed automatically. The player must actively opt-in again if they wish to receive promotional content. We also give players the ability to opt out of targeted bonuses or VIP offers if they prefer not to receive them.
- **No association with harmful behaviors:** Our marketing does not link gambling to alcohol use, drug use, or other unrelated lifestyle elements.
- **Responsible-gambling messaging:** All our advertising includes a clearly visible responsible-gambling message or slogan.

All staff and partners involved in our marketing are trained in these responsible marketing standards. We regularly review our advertising content to ensure compliance with regulatory codes and ethical norms. Our goal is to promote our services in a way that informs adult players of our offerings without ever encouraging irresponsible play. If you ever feel that any piece of

Dragon Money N.V. advertising is inappropriate or misleading, please contact us and we will investigate immediately.

Behavioral Monitoring and Intervention by Dragon Money

Dragon Money N.V. is proactive in identifying and assisting players who may be at risk of problem gambling. In line with CGA regulations (e.g. LOK Article 1.4(e)), we actively analyze players' behavior to identify and prevent play by potentially vulnerable individuals. Any problematic behavior detected is escalated to our Responsible Gaming Officer (or Compliance Officer) for review and further action. Our platform utilizes behavior tracking mechanisms to spot signs of problematic play. We track various player activity indicators, including:

- **Deposit Patterns:** Unusually large or increasingly frequent deposits, especially if they are out of character for a player's usual spending, can indicate potential gambling problems. Our system flags sharp increases in deposit amounts or attempts to deposit after reaching limits.
- **Session Duration:** Extremely long play sessions without breaks, or sessions at odd hours, may suggest loss of control. We monitor session lengths, and the use (or lack) of breaks or reality checks, to identify potential fatigue or compulsive play.
- **Betting Behavior:** Consistently increasing bet sizes, frantic play (placing bets very quickly), or switching to high-risk games after losses could be warning signs. Repeated attempts to chase losses is a red flag behavior we watch for.
- **Withdrawal Cancellations:** If a player frequently cancels withdrawals to continue gambling, it may indicate difficulty in stopping play. This behavior is tracked as it often correlates with problem gambling.
- **Self-Test Triggers:** If a player's responses in any voluntary self-assessment indicate risk, or if they frequently view responsible gaming pages, our team may take note to check in on that player.

When our monitoring system or staff identifies at-risk behavior, we take a tiered approach to intervention:

1. **Player Communication:** We may reach out to the player via email or on-site message to express concern and remind them of available responsible gaming tools. This communication is done sensitively and provides information about setting limits, taking breaks, or seeking support, without judgment. For example, if a player has been playing for an exceptionally long session, we might send a reminder about the ability to set a session limit or suggest using a cooling-off period.
2. **Applying Limits:** In some cases, we might temporarily impose certain restrictions on the account as a precautionary measure. For instance, we could set a lower deposit limit or restrict further deposits until the player acknowledges our message. This is done in the interest of the player's welfare. We always inform the player when such measures are applied and work with them – the goal is to help, not punish.
3. **Mandatory Cool-off or Suspension:** If the warning signs are severe or the player is unresponsive to initial outreach, we might enforce a mandatory short cooling-off period. This means the account would be suspended for a day or a few days, preventing play immediately, while we attempt to establish contact and ensure the player is safe. We will communicate to the player the reasons for this action and how to proceed.
4. **Involuntary Self-Exclusion:** In extreme cases where a player's behavior clearly indicates a serious gambling problem (or if the player has threatened self-harm, etc.), we reserve the right to initiate an operator-imposed exclusion. This is a last-resort measure. The account would be locked long-term, much like a self-exclusion, and the player would be barred from our services. Typically, this happens if a player either explicitly asks for help in stopping but does not complete self-exclusion on their own, or if their actions (possibly combined with external information, like family concerns or detected criminal activity) make it necessary for us to act. Operator-initiated exclusions are documented and kept on record for regulatory compliance. If we ever take this step, we will promptly refund any remaining balance (barring any issues under our AML policy) and provide the player with information on support resources.

Throughout any intervention process, our team approaches players with empathy and confidentiality. We inform at-risk players about relevant tools (deposit limits, time-outs, self-exclusion, etc.) and encourage their use. Our support staff are trained to handle such conversations professionally and helpfully. We document all interactions and actions taken for accountability and to continually improve our intervention strategies.

Our aim with behavioral monitoring is to catch potential problems early and help players help themselves. We balance this with respect for privacy and player autonomy. If you ever receive a message from our Responsible Gaming team, please understand it is sent out of genuine care for your well-being, and we encourage you to consider the suggestions seriously.

Employee Training and Responsible Gaming Officer

Responsible gaming is a company-wide commitment at Dragon Money N.V. We have appointed a dedicated Responsible Gaming Officer who oversees the implementation of this policy and our compliance with all RG regulations. This officer is responsible for enforcing the Responsible Gaming program and reporting on its effectiveness to our executive management on at least an annual basis. They ensure that we continuously improve our tools and practices to protect our players.

All employees at Dragon Money N.V., especially those who interact with customers (support agents, VIP managers, etc.), receive special training in responsible gambling awareness. Key aspects of our staff training include:

- Recognizing Problem Gambling Signs;
- Effective Communication;
- Providing Resources;
- Handling Exclusions and Account Blocks;
- Documentation and Escalation.

Additionally, we conduct refresher training sessions regularly, and whenever regulations are updated or new tools are introduced, we ensure our team is fully briefed. Our affiliate marketers and partners are also informed of our responsible marketing and conduct standards, so that they represent our brand ethically.

By investing in staff training and dedicating resources to a Responsible Gaming Officer role, Dragon Money N.V. ensures that responsible gambling principles are embedded at every level of our operations. Our team is here to help keep your gambling experience safe and enjoyable.

Support and Assistance for Players

If you or someone you know is struggling with gambling, please remember that help is available. We encourage players to reach out sooner rather than later if they feel overwhelmed or need guidance.

Dragon Money N.V. Support: Our customer support team is available 24/7 via email to assist you confidentially with any responsible gaming concerns. You can contact us at support@drgn.casino (or support@drgn2z.casino). There is no charge for reaching out, and our trained support staff will handle your query with understanding and discretion. Whether you need help setting a limit, want to initiate a self-exclusion, or just want to talk about your account activity, we are here to help. We will not disclose your information to anyone else without your consent.

Gambling Support Organizations: We provide links on our website to reputable external support organizations and urge anyone affected by problem gambling to consider contacting them. Some of these resources include:

- BeGambleAware (www.begambleaware.org)
- GamCare (www.gamcare.org.uk)
- Gamblers Anonymous (www.gamblersanonymous.org)
- Gambling Therapy (www.gamblingtherapy.org)
- Local Support Lines: If available in your country or region, we also recommend reaching out to local gambling help lines or clinics. (For example, in the US: 1-800-GAMBLER helpline; in Canada: Problem Gambling Helpline; etc.) Our support page lists some region-specific resources. Seeking professional help from a counselor or support group can be very effective.

Remember, there is no shame in seeking help. Gambling addiction is a recognized issue, and many individuals have overcome it with support. These organizations are there to help you free of charge. If you contact our support, we can also assist in connecting you with appropriate resources.

Take Breaks and Self-Care: Even if you are not at the point of seeking professional help, sometimes just talking to a friend or taking a break can provide perspective. We encourage you to use the tools we offer (limits, time-outs, etc.) as early as possible. Set reminders to engage in other hobbies or activities. Maintaining a healthy balance in life will make any gambling you choose to do more enjoyable.

If you ever feel that gambling is no longer a source of fun, or it is causing stress, please do not hesitate to use our self-exclusion option or reach out for help. Our priority is your well-being.

Licensing and Regulatory Compliance

Dragon Money N.V. is fully licensed and regulated by the Curaçao Gaming Authority (CGA). Our license demonstrates our commitment to operating under strict regulations designed to protect players. We proudly display our official CGA license number and the CGA Digital Seal on our website's footer as proof of our regulated status. The footer also contains a link to this Responsible Gaming Policy and links to gambling addiction support resources, fulfilling CGA requirements for information accessibility.

As a CGA-licensed operator, we comply with all applicable laws and guidelines, including the National Ordinance on Games of Chance (LOK) and any directives related to responsible gaming. This Responsible Gaming Policy has been developed in accordance with the CGA's Responsible Gaming guidelines (21 Feb 2025) to ensure we meet and exceed regulatory standards. The policy is reviewed and updated regularly. Our compliance team records all responsible gaming interactions (like self-exclusion activations, limit changes, interventions) and is prepared to provide reports to the regulator upon request.

Any material changes to this Responsible Gaming policy will be reported to the Curaçao Gaming Authority. Our homepage contains a clear, visible link to the Responsible Gaming information section.

By maintaining regulatory compliance and a high standard of player protection, we aim to provide not only fun and excitement, but also peace of mind to our players. You can enjoy our games knowing that we operate ethically and that your safety is our foremost concern.

Conclusion: Responsible gaming is a shared responsibility between Dragon Money N.V. and you, the player. We have put in place robust measures, tools, and support to help you play safely. We ask that you also gamble wisely, use the tools at your disposal, and seek help if needed. By working together, we can keep gambling a safe and enjoyable form of entertainment.

If you have any questions about this policy or need further information on any responsible gaming matter, please contact us at support@drgn.casino. We are always here to assist you.

Thank you for choosing Dragon Money N.V. and play responsibly. Your well-being is our top priority.