

Responsible Gambling Policy - PlaySmart ENT B.V

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Responsible Gambling

Introduction

At PlaySmart ENT B.V we are committed to providing a safe, fair, and enjoyable gaming environment for our players. We recognize the importance of responsible gaming and are dedicated to promoting a secure platform that mitigates the risks associated with gambling-related harm.

PlaySmart ENT B.V operates under a Curaçao gaming license and offers both a traditional online casino model and a Pay and Play setup, currently available to players in Finland. While we strive to uphold high standards of responsible gaming across all markets, certain tools and features may vary depending on local requirements and technical capabilities.

Objectives

The purpose of this Responsible Gaming Policy is to:

- Promote and encourage responsible gambling behavior.
- Prevent underage participation in gambling activities.
- Provide effective tools and resources to help players manage their gaming habits.
- Identify, assist, and support individuals who may be at risk of gambling-related harm.
- Ensure compliance with Curaçao’s regulatory framework and recognized international best practices.

PlaySmart ENT B.V recognizes that gambling should be an enjoyable form of entertainment. However, as all games of chance involve the risk of losing, it is essential that players participate responsibly and never wager funds they cannot afford to lose.

We are committed to raising awareness of the potential risks associated with gambling and to providing information, tools, and support to help players maintain control over their gaming activities.

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Player Protection Measures

To promote responsible gaming, PlaySmart ENT B.V implements a range of player protection tools designed to help players manage their gambling activity and prevent harm.

- **Self-Exclusion & Cooling-Off Periods:** Players can request temporary or permanent suspension of their accounts to manage their gaming behavior. Cooling-off options (24 hours to 30 days) and self-exclusion periods (1, 3, or 5 years, or permanent) can be activated via the Responsible Gaming section or through Customer Support.
- **Deposit Limits:** Players can set daily, weekly, or monthly deposit limits to control spending. Lower limits apply immediately, while increases take effect only after a mandatory cooling-off period.
- **Account Activity Monitoring:** Player behavior is regularly reviewed to identify potential signs of problem gambling and to intervene where appropriate.
- **Account Closure:** Players who wish to permanently stop gambling can close their accounts at any time through the Responsible Gaming section or by contacting Customer Support.

Self-assessment

Whilst often difficult, it is important to help identify any potential problem gambling signs. The following could be signs of problem gambling and, if any apply to you, you should seek advice:

- Spending more money and time on gambling than you can afford;
- Having trouble managing or stop your gambling;
- Having arguments with family or friends about money and gambling;
- Gambling affecting work, education, family life or your health;
- Always thinking or talking about gambling;
- Hiding your gambling activity from others, or lying about it;
- Chasing losses or gambling to get out of financial trouble;
- Gambling until all your money is gone;

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- Borrowing money, selling possessions or not paying bills in order to fund your gambling;
- Gambling with larger amounts of money or for a longer time to get the same feeling of excitement; and
- Feeling depressed, anxious, worried or guilty.

The following links can provide help and assistance, should you relate to any of the points noted above:

[Be Gamble Aware](#)
[Gambler Anonymous](#)
[Gambling Therapy](#)
[HelpGuide.org](#)

Self-Exclusion

PlaySmart ENT B.V provides self-exclusion functionality as part of its core responsible gambling measures. This allows players to voluntarily restrict access to their accounts for a defined period, helping mitigate the risk of gambling-related harm.

Self-exclusion can be initiated directly in the **Profile > Responsible Gaming** section of a player's account or by contacting **Customer Support** via email or Live Chat.

Available self-exclusion options:

- 1 year
- 3 years
- 5 years
- Lifetime (permanent block)

Once a self-exclusion is applied, the account is locked for the selected duration, and the player will not be able to access their account until the period has expired. During this time:

- The player cannot log in, deposit, wager, or withdraw funds.
- No marketing communications will be sent.
- Access is automatically restored once the exclusion period ends (except in the case of a lifetime block).

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Cooling-Off Periods

Players who wish to take a shorter break may request a **temporary account suspension** (cooling-off period). This measure is designed to promote self-control and responsible play.

Available cooling-off options:

- 24 hours
- 7 days
- 14 days
- 30 days

During a cooling-off period:

- The account is temporarily suspended.
- Deposits, bets, and withdrawals are disabled.
- Access automatically resumes once the selected period expires.

Requests for cooling-off can be made via the Responsible Gaming section or by contacting Customer Support.

Deposit Limits

To encourage safe and responsible gaming, PlaySmart ENT B.V offers players the ability to set **deposit limits** that help manage their spending habits.

Players can define **daily, weekly, or monthly** deposit limits.

- **Lowering** a limit takes effect immediately.
- **Increasing** a limit will only apply after a **mandatory cooling-off period**, ensuring sufficient time to reconsider the decision.

These limits are designed to help players maintain control and reduce the likelihood of excessive play.

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Underage Gambling Prevention

Gambling services offered by PlaySmart ENT B.V are strictly limited to individuals aged 18 and above. To prevent underage access, we implement robust age verification procedures across both the traditional registration model and the Pay and Play platform.

For traditionally registered players, identity and age verification are conducted during the onboarding process and prior to processing withdrawals. In the Pay and Play model, verification is completed automatically through the player's bank identification, which includes age validation as part of the process.

Customer accounts will be suspended, and funds may be withheld, if age verification cannot be successfully completed.

Identifying Problem Gambling

We actively monitor player behavior to detect patterns associated with problem gambling. Indicators include excessive deposits, erratic betting patterns, and frequent requests for account restrictions.

Parental control

Are you worried that your underage child might be accessing harmful sites? There are various sites and applications that can help you to monitor or restrict your child's online activities. Here we have listed a few.

www.netnanny.com

Software that filters inappropriate and harmful web content.

www.cybersitter.com

This software helps you to filter and block sites that you might find harmful for your child.

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Fair and Transparent Gaming

We ensure fair play by using certified Random Number Generators (RNGs) and adhering to transparent gaming policies. Our games are tested and audited for fairness by independent third-party organizations.

Advertising and Marketing Ethics

Our marketing practices adhere to responsible advertising guidelines, ensuring that promotions are not misleading, do not target minors, and encourage responsible gambling.

Employee Training

All employees undergo training to recognize problem gambling behaviors and assist players in accordance with responsible gaming protocols.

Regulatory Compliance

PlaySmart ENT B.V operates under a gaming license issued by the Government of Curaçao and is committed to full compliance with all applicable regulatory requirements. These include, but are not limited to, obligations related to anti-money laundering (AML), responsible gambling, player protection, data security, and fair gaming practices.

Our operations are structured to meet both the general standards established by the Curaçao regulatory framework and the specific expectations for international markets in which we operate. This includes implementing effective internal controls, conducting regular compliance reviews, and ensuring staff are appropriately trained in regulatory protocols.

Across both our traditional casino model and our Pay and Play setup (currently available in Finland), we apply due diligence and customer verification procedures suited to each model. In the Pay and Play environment, compliance obligations—particularly around Know Your Customer (KYC) and age verification—are fulfilled through secure integrations with banking and identity providers.

We maintain robust record-keeping and reporting processes to ensure transparency and accountability in all aspects of our operations. Furthermore, we are actively developing enhanced responsible gambling tools, such as deposit and loss limits, to align with both regulatory expectations and evolving best practices.

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PlaySmart ENT B.V is committed to maintaining the integrity of its operations and fostering a safe and compliant environment for all players.

Charities

There are a number of great charities that are dedicated to help and support problematic gamblers and their friends and relatives. Here we have listed a few of charities you can contact if you think you or someone you know might need external help.

www.gambleaware.co.uk

Administered and funded by the Responsible Gaming Trust, Gamble Aware aims to promote responsibility in gaming and offers a programme which seeks to minimise problem gaming and provides help and support for anyone affected.

www.gamcare.org.uk

GamCare is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gaming. GamCare can be contacted on 0808 802 0133 (freephone) or by visiting their website.

www.gamblersanonymous.org

Gamblers Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from a gaming problem.

Blocking gaming sites

Do you wish to limit your own access to betting sites? Here are a few software providers that you might find helpful.

www.gamblock.com

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