

TRUSTDICE

RESPONSIBLE GAMING POLICY

Document Control

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1. Policy Overview

This Responsible Gaming Policy outlines the framework adopted by TrustDice to promote safe and responsible gambling practices in alignment with the National Ordinance on Games of Chance (LOK) and the requirements of the Curacao Gaming Authority (CGA).

TrustDice is committed to ensuring that gambling remains a form of entertainment and not a source of harm. Responsible Gaming measures are embedded into operational procedures, customer interaction, player monitoring, and compliance oversight.

No credit is offered to players for wagering purposes.

2. Definitions

- Minor: Any person under the age of 18.
- Cooling-Off: A temporary player-selected break from gambling activities.
- Self-Exclusion: A long-term voluntary exclusion from gambling activities.
- Vulnerable Person: Any person who may be at risk of gambling-related harm.
- Operator: TrustDice and associated licensed brands(if any).

3. Mandatory Responsible Gaming Measures

TrustDice implements the following mandatory Responsible Gaming measures:

- Age verification procedures.
- Responsible Gaming information accessibility.
- Self-assessment tools.
- Behaviour monitoring and intervention.
- Cooling-off and self-exclusion mechanisms.
- Deposit limits.
- Responsible marketing controls.
- Staff training and awareness programs.

4. Underage Gambling Prevention

TrustDice strictly prohibits gambling by minors.

- Players must confirm they are over 18 during registration.
- Government-issued identification may be required for verification.
- Accounts identified as belonging to minors will be immediately suspended or closed.
- Deposits and winnings will be handled in accordance with applicable laws.

5. Player Information & Accessibility

A dedicated Responsible Gaming section is available on the TrustDice website and accessible from the homepage.

The section includes:

- Deposit limit tools.
- Cooling-off and self-exclusion tools.
- Responsible Gaming support contact information.
- External gambling support resources.

6. Self-Assessment & Transaction History

Players may access at least six (6) months of transaction history.

TrustDice also provides self-assessment tools to help players evaluate gambling behaviour and identify risk indicators.

7. Behaviour Tracking & Risk Monitoring

TrustDice actively monitors player activity to identify indicators of gambling-related harm.

Monitoring factors may include:

- Deposit frequency and sudden increases.
- Extended gaming sessions.
- Failed deposit attempts.
- Withdrawal reversals.
- Unusual behavioural patterns.
- Excessive contact with customer support.

Monitoring may be conducted manually, automatically, or through a combination of both.

8. Player Intervention Framework

Where risk indicators are identified, TrustDice may apply a structured intervention process including:

- Responsible Gaming notifications and guidance.
- Application of deposit or wagering limits.
- Temporary account restrictions or suspension.
- Permanent account exclusion where necessary.

All interventions are documented and retained.

9. Cooling-Off & Self-Exclusion

Cooling-Off periods available:

- 24 hours
- 7 days
- 1 month
- 3 months

Self-Exclusion periods available:

- 1 year
- 3 years
- 5 years
- 10 years
- Lifetime

Self-exclusion applies across all brands operated under the relevant license.

10. Deposit Limits

Players may set daily, weekly, or monthly deposit limits.

- Requests to reduce limits take effect immediately.
- Requests to increase limits are subject to a 24-hour delay.

11. Staff Training

TrustDice provides Responsible Gaming training to customer-facing and compliance staff.

Training includes:

- Identifying indicators of gambling harm.
- Handling sensitive player interactions.
- Escalation and intervention procedures.
- Referral to support resources.

12. Marketing & Advertising

TrustDice ensures all marketing and advertising activities are conducted responsibly.

- Marketing will not target vulnerable individuals or minors.
- Gambling will not be portrayed as a financial solution.
- Marketing materials include responsible gaming messaging.
- Promotions are communicated transparently.

13. Enhanced Responsible Gaming Measures

Due to cryptocurrency transactions and potential high-value/VIP players, TrustDice implements enhanced Responsible Gaming controls.

13.1 Enhanced Monitoring

- High-frequency deposits.
- Large-value transactions.
- VIP player behaviour.
- Multi-account indicators.

13.2 Reality Check Measures

Players may receive notifications displaying:

- Session duration.
- Wins and losses.
- Time spent gambling.

13.3 Cryptocurrency Risk Controls

Crypto transactions may be monitored for:

- Transaction velocity.
- Frequency.
- Unusual transaction patterns.

13.4 VIP Player Safeguards

VIP players may be subject to:

- Enhanced Due Diligence (EDD).
- Additional behavioural monitoring.
- Tailored interventions.

14. Governance & Reporting

TrustDice appoints a Responsible Gaming Officer responsible for oversight and implementation of this policy.

Annual internal reviews are conducted to assess the effectiveness of Responsible Gaming controls.