

Trivico B.V.

Curacao – RG Policy

DOCUMENT CONTROL

Criteria	Information
Licence	Curacao
Document Title	Responsible Gaming Policy
Version	1.0
Effective Date	26/05/2025
Approved By	Compliance Officer (RG)
Approval Date	26/05/2025
Department	Legal & Compliance Department
Document Owner	Compliance Officer
Document to be updated on	26/05/2026

Document history

Date	Updated information	Version
26/05/2025	Creation of Policy	1.0

--	--	--

Introduction

This Responsible Gaming Policy outlines the company's commitment to promoting a safe and sustainable gaming environment. It establishes a comprehensive framework designed to protect players and support informed, responsible participation in gaming activities. Key areas of focus include robust age verification procedures prevent underage gambling, and the provision of clear, accessible information on responsible gaming tools.

To empower players, the policy incorporates self-assessment resources and behavioural monitoring systems to identify signs of problem gambling. Cooling-off periods, self-exclusion options, and deposit limits offer players practical tools to manage their activity and spending.

The policy also ensures that consumer advertising and marketing practices are conducted responsibly and do not exploit vulnerable individuals. Finally, all relevant employees receive ongoing training to recognise and address gambling-related risks effectively. Together, these measures reflect our commitment to fostering a safe, transparent, and responsible gaming environment for all players.

Table of Contents

Document history	1
Introduction	2
Policy Overview	3
The Aim	3
Policy Scope	3
Clear and Accessible Responsible Gaming Information	3
Provision of Responsible Gaming tools and resources	3
Monitoring and intervention for problematic gambling behaviour	4
Contact Information.....	4
Contact details	4
Prevention of underage gambling.....	4
Age Verification	4
Lowering the chances of underage gambling	4
Identified Minors	5
Player Information and Accessibility	5
Homepage Accessibility.....	5
Responsible Gambling Terms.....	5
The website footer information.....	6
Responsible Gambling Tools	6
Self-Assessment.....	6
Deposit Limits	7
Reality Checks	7
Cool-off Periods	8
Self-Exclusion	9
Relation to AML/CFT	10
Account Reactivation	10

Behaviour Tracking.....	11
The Key Monitoring factors	11
Higher Risk Accounts	13
Enhanced Responsible Gaming Measures	13
Responsible Gaming Interventions.....	13
Employee Training.....	13
Advertising and Marketing	14
Internet filtering.....	15
Policy Acceptance	16

Policy Overview

The Aim

At Trivico B.V. we are committed to promoting responsible gaming and ensuring a safe, enjoyable, and controlled environment for all our players. This policy is designed to safeguard our users while aligning with the requirements set by the Curacao Gambling Authority as per the Responsible Gaming Policy for Licensed Operators that has been published on 17th April 2025.

Our ultimate goal is to provide an engaging gaming experience that remains fun and secure, without leading to harm or excessive gambling.

Policy Scope

This policy applies to all gaming services that the company provides and sets forth our approach in the following key areas.

Clear and Accessible Responsible Gaming Information

We ensure that our Responsible Gaming Policy and related support resources are prominently displayed and easily accessible to all users across our digital platforms and physical touchpoints. This includes:

- A dedicated Responsible Gaming section on our website.
- Links to self-assessment tools, support organisations, and educational content.
- User-friendly language to facilitate understanding by a broad audience.
- Visibility of responsible gaming messages throughout the player journey, including during registration, gameplay, and transactions.

Provision of Responsible Gaming tools and resources

To empower players to manage their gambling behaviour better responsibly, we offer a comprehensive suite of tools and informational resources including:

- An age verification to mitigate the risk of underage gambling

- Information regarding responsible gaming (Responsible Gaming Page)
- An option for the players to visit “Gamblers Anonymous” and take the 20 questions quiz that helps a identify if they are at risk and should seek help.
- Deposit, Loss and Wagering Limits
- The ability for players to request a Cool-oN period
- The ability for players to request a Self-Exclusion
- Account history access for players to check their patterns and history

Monitoring and intervention for problematic gambling behaviour

- Behaviour analysis of the player’s depositing and withdrawing patterns.
- Increase of activity reviews (Deposits, Withdrawals, Gameplay and sessions)
- Automated alerts and flags implemented (Risk based)
- Trained Customer support staN to chat, intervene and action CAGE questions to help players.
- Verification of aNordability for high-risk cases.

Contact Information

Contact details

Criteria	Information
Position	Compliance oNicer (RG)
Name	Louise Grech
Contact Information	compliance@trivicobv.com

Prevention of underage gambling

Age Verification

During account registration, we require users to self-attest their age by entering their date of birth and confirming they are over 18 via a designated checkbox. In addition, we apply further verification steps to ensure suNicient certainty that the individual is not a minor. In compliance with the CGA’s Know Your Customer (KYC) and Anti-Money Laundering (AML) policies, government-issued ID verification (e.g., passport, national ID, or driver’s license) is mandatory upon reaching thresholds.

Lowering the chances of underage gambling

- **Year of Birth:** During the registration process, the year of birth field is presented as a dropdown menu, restricted to only allow selection of dates that meet or exceed the minimum legal age of 18 years. This ensures that users cannot proceed with registration unless they input a date of birth confirming they are of legal gambling age.
- **Bank-ID Verification:** In jurisdictions where Bank ID verification is available, players are required to use Bank ID to register and verify their identity upon making their first deposit. If the information provided during registration does not match the Bank ID details, the deposit will be declined, and the account will be suspended, pending verification. An operations analyst will then initiate a request for valid identification documents to confirm the player’s identity and resolve the discrepancy.

If the discrepancy has not been verified by documentation within 30 days since the request of verification was requested. The account will be closed, and the player will be notified. The user will not be able to re-open the account without verifying identity.

Identified Minors

If a player is identified as a minor at any stage of the business relationship, all deposits made will be refunded to the original payment method, and any winnings accrued will be forfeited. The account will be permanently closed and will not be reactivated.

Once the individual reaches the legal gambling age, they may contact the Customer Support team to request the creation of a new account using accurate and verifiable information. Prior to approval, a Responsible Gambling (RG) review will be conducted by an RG Analyst to assess eligibility. The company reserves the right to deny the creation of a new account if there are reasonable grounds to suspect problem gambling, fraud, or any other risk to the integrity of the casino.

Player Information and Accessibility

Each brand operated under the company includes a dedicated Responsible Gaming (RG) section on its respective website. This section serves as a centralized hub where players can access clear, concise, and actionable information about responsible gambling practices, as well as the tools available to help them maintain control over their gambling behaviour.

The content is designed to be easily understood, enabling players to make well-informed decisions regarding their gaming habits. This includes guidance on how to set personal limits, utilize selfexclusion features, and take voluntary breaks from gaming when necessary.

Players are encouraged to reach out to our customer support team should they have any questions, concerns, or require assistance related to their gambling activity. Our support staff are trained to handle responsible gaming queries with discretion, sensitivity, and professionalism.

To ensure broad accessibility, all pages—including the Responsible Gaming section—are available in English and in the local language of the player's region, providing a consistent and user-friendly experience across all markets we operate in.

Homepage Accessibility

To ensure transparency and promote responsible gaming practices, all users, regardless of their account status, have continuous and easy access to responsible gaming information.

A permanent link to the Responsible Gaming page is clearly displayed in the footer of every page on all brand websites. This ensures accessibility for all users, including those who are not logged in or have not registered.

For registered users, the Responsible Gaming section is also accessible through the My Account area, providing convenient access to tools and information related to safe and responsible play. This approach is part of our ongoing commitment to player protection and industry best practices.

Responsible Gambling Terms

To support our commitment to responsible gambling and player protection, we ensure that responsible gaming information is prominently integrated across multiple areas of the website. Our Terms and Conditions include detailed information about responsible gambling. This section outlines our responsible gaming responsibilities and information linked to the responsible gaming page.

On registration, the players are informed and directed to the responsible gaming page. Where a user must tick a checkbox to confirm that they have read the responsible gaming page and accepted the terms and conditions, before creating an account.

The terms and conditions can be found on every page in the footer of the website, on all brands.

The website footer information

To ensure ongoing transparency, user support, and adherence to responsible gaming standards, the following elements are permanently displayed in the footer of every page on the website, in line with regulatory expectations under the Curaçao Gaming Authority requirements.

Criteria	Information
Visual Indication that underage gambling is prohibited	An 18+ Logo is always visible. A link to the responsible gambling page is also visible
Name and registered address of licence holder	Licence and ownership information is listed in the bottom of the footer.
Licence Registration Number	Listed and visible
Statement of regulatory oversight	Listed and visible
Link to the RG Section	A Direct link in the footer to the responsible gaming page is visible
Dynamic Seal	Listed and visible
Direct link to RG organisations	A link to " BeGambleAware " is visible

Responsible Gambling Tools

Self-Assessment

As part of our commitment to responsible gambling, all visitors to brands operated by Trivico B.V. are informed about the availability of a self-assessment test designed to help individuals evaluate their own gambling behaviour. This brief screening is based on the internationally recognised **CAGE** questionnaire, adapted to assess potential gambling-related concerns.

The test consists of four simple questions:

C – Cut Down: Have you ever felt you should cut down on your gambling?

A – Annoyed: Have people annoyed you by criticizing your gambling habits?

G – Guilty: Have you ever felt guilty about your gambling?

E – Eye-Opener: Have you ever had a morning “eye-opener” to steady your nerves or recover from gambling losses?

Users are encouraged to answer these questions honestly. Each “Yes” response counts as 1 point. The scoring is interpreted as follows:

- **0 Points – Low Risk:** No immediate concerns identified.
- **1 Point – Moderate Risk:** Some risk present. We encourage further reflection and the use of our Responsible Gaming Tools, or contacting Customer Support for assistance and information.
- **2 or More Points – High Risk:** A strong indication of potential gambling-related harm. We strongly recommend taking a break and reaching out to our Customer Support team for guidance and support resources.

The self-assessment tool is intended as a preliminary measure to raise awareness and encourage proactive management of gambling behaviour. It does not constitute a diagnosis but serves as a helpful guide for visitors and registered users seek appropriate support if needed.

On the responsible gambling page, the players can also click links to [Gamblers Anonymous](#) to take a further test to determine if they fall under the criteria of a “Compulsive Gambler”, which indicates that help regarding responsible gaming is needed.

Players can also seek further information regarding recovery programs [here](#), which is also reachable directly from the responsible gaming page.

Deposit Limits

All users have access to a deposit limit feature as part of the platform’s commitment to responsible gambling. This tool allows players to set deposit limits over three distinct timeframes: daily, weekly, and monthly.

Players may reduce their existing deposit limits at any time. Such reductions take eNect immediately. If the player has already exceeded the new, lower limit, no further deposits will be permitted until the relevant time period (day, week, or month) has elapsed.

If a player wishes to increase or remove an existing deposit limit, a 24-hour cooling-off period will be initiated. The requested change will only take eNect after this period has passed, reinforcing a considered approach to limit adjustments.

These measures are in place to support players in maintaining control over their gambling activity and to promote safer gambling behaviour.

Reality Checks

Reality checks are a responsible gambling feature designed to help players monitor the time they spend gambling. At regular, pre-defined intervals, a pop-up notification will appear on the screen, informing the player of the duration of their current session. This notification serves as a prompt for the player to reflect on their activity and make informed decisions about whether to continue or take a break. Reality checks cannot be dismissed without user interaction, ensuring that the message is

acknowledged. This tool is intended to promote greater awareness of playtime and support players in maintaining control over their gambling behaviour.

Trivico B.V. has the below points in place to keep the player informed regarding the time spent on the website.

- A real-time session timer. This is always visible for the player on the website.
- A real-time clock in the player's time zone is also visible.
- A periodic pop-up will pop up as a notification on the player's screen if the duration time that has been set by the player, has elapsed.

The message that is shown to the player will provide the player on how much time the player has spent logged into the website, the deposited and withdrawn amounts during that specific period.

Cool-oG Periods

To support responsible gambling behaviour, players have the option to take a temporary break from their gaming activities by initiating a cool-oN period. This self-imposed restriction is designed to give players time to pause, reflect, and regain control over their gambling.

Setting a Cool-OS Period:

- Players can activate a cool-oN period directly through the Responsible Gaming page on the website.
- Alternatively, a cool-oN request can be submitted via Customer Support through live chat.
- The cool-oN feature is available to both restrict full account access or to limit access to specific verticals (e.g., casino, sportsbook, etc.).

Duration of Cool-OS:

- Players may select a cool-oN duration ranging from a minimum of 24 hours to a maximum of 364 days.
- During the selected period, access to the restricted sections or the entire account (as chosen) will be disabled and cannot be reversed until the cool-oN period has fully expired

During a cool-oN period, the player will not be able to deposit. However, the player can withdraw any balances from his account. If the player has made bets that are in a pending state, while a cool-oN period has been set. The bets will remain active and will still return an outcome.

When a player activates a cool-oN period, they must explicitly request to opt out of receiving marketing communications during this time. If the player does not make this request, their marketing preferences will remain unchanged, and marketing messages may continue to be sent.

If the player chooses to opt out of marketing communications, their preference will be updated to "No," and no marketing messages will be sent during the cool-oN period.

No bonuses or free bets will be issued to the player during the cool-oN period.

After the cool-oN period has elapsed, the player's account status will automatically revert to "Active."

Self-Exclusion

In accordance with the requirements set forth by the CGA, users are provided with the option to initiate a self-exclusion. This responsible gambling measure is designed to offer individuals a more stringent restriction on their account access when gambling behaviour may feel unmanageable. The self-exclusion mechanism complies with regulatory standards and serves as a protective tool to support players in maintaining control over their gambling activities.

Once started, self-exclusion is irreversible for its set duration and will not be removed or retracted during the exclusion being “Active”. All records of self-exclusions are audited in the back-office and, where possible, payment methods used by the excluded player will be blocked to prevent circumvention.

All data is audited and stored securely for five years

Setting a Self-exclusion:

Players can activate a self-exclusion directly through the Responsible Gaming page on the website.

Alternatively, a self-exclusion request, can be submitted via Customer Support through live chat.

The player must set self-exclusion to a minimum of 1 Year (365 Days).

Duration Options:

- 1 Year
- 3 Years
- 5 Years
- 10 Years
- Indefinite (Lifetime Block)

For every selection, A Pop-up notification will be shown to the player to confirm his selection.

A self-exclusion is initiated as soon as the player requests it on the website. If a player requests a self-exclusion via customer support. The action is done immediately by an agent.

All pending bets will be cancelled and credited back to the player's balance. The funds can be withdrawn by the player in closed-loop transactions, to clear out the funds.

As an operator, we will never:

- We will never question the player why a self-exclusion is being set • Offer bonuses or promotions to keep the player active
- Delay or prolong the process to self-exclude.

The Account

Once a self-exclusion has been initiated by a player, the associated account will be closed for the duration specified, and the player will be unable to access or log in to the platform during this period. To ensure the effectiveness of the self-exclusion, the company has implemented automated systems to detect and link accounts held by the same individual across affiliated brands. If a self-excluded account is identified as being connected to another account through a shared "Master ID", all linked accounts will be closed and the self-exclusion will be enforced uniformly across all brands for the full duration of the exclusion period. Furthermore, any attempt by a self-excluded individual to create a new account using the same or similar personal details will be automatically flagged by the system. In such cases, the creation of the new account will be denied in order to uphold the integrity of the self-exclusion. The following data points may be used to establish linkage between accounts under a "MasterID":

Automated Points checked:

- Full name
- Date of birth
- Email address
- Phone number
- Residential address

Other points that can be taken in consideration

- Payment method details
- Device identifiers
- IP address

These measures are in place to ensure that self-exclusion remains a robust and effective responsible gambling tool.

Relation to AML/CFT

In cases where a player is identified as posing a high risk of money laundering or there is reasonable suspicion of involvement in the financing of terrorism, all pending bets will remain active until the respective outcomes are determined. Under no circumstances will any funds be disbursed until a thorough risk assessment has been completed and the player's activities have been reviewed.

The decision to cancel bets and refund any remaining balance—regardless of whether a self-exclusion is in place—must be authorized by the Anti-Money Laundering (AML) department. Final approval from the AML team is required before any further account actions, including balance refunds or bet cancellations, may be undertaken.

Account Reactivation

After a self-exclusion period ends, the player must submit a written request (via email or chat) to have their account unblocked. This request can be made either when the player tries to log in or through direct contact with customer support. As an operator we will not initiate reactivation, if a request has not been made by the user.

Behaviour Tracking

The company has implemented active monitoring measures to detect signs of problematic gambling and apply clear intervention strategies for high-risk players, in line with Article 1.4(e) of the LOK, which prohibits offering games of chance to individuals who can reasonably be considered vulnerable. By holistically analysing a player's interactions and behaviour, the company aims to identify those at risk and take proactive steps to minimise gambling-related harm.

The company recognises that no single factor alone is sufficient to determine problematic gambling; rather, a combination of multiple, consistent indicators is required. Behaviour tracking is primarily conducted by frontline staff, such as customer service agents and VIP managers who are wellpositioned to detect risk through direct communication and observed patterns.

A structured process for flagging potentially vulnerable players is in place and serves as a trigger for more in-depth behavioural analysis, forming an integral part of the company's Responsible Gaming Policy.

The Key Monitoring factors

1) Deposit and wagering frequency:

One of the key behavioural indicators monitored as part of the company's responsible gaming efforts is the frequency and pattern of deposits and wagers. Sudden and unexplained increases in the amount or frequency of deposits, as well as intensified wagering activity, may indicate the onset of problematic gambling behaviour. For example, a player who typically deposits modest amounts once a week may suddenly begin making large, daily deposits or significantly increase the size of their wagers without a clear justification, such as a special event or promotional period.

Similarly, changes in session patterns—such as longer playing times, more frequent logins, or gambling during unusual hours—can also suggest a shift towards harmful behaviour. These behavioural shifts may reflect an attempt to chase losses, emotional distress, or loss of control over gambling activity. When identified, such changes prompt further review and, where appropriate, intervention by the company's responsible gaming team. These interventions may include player outreach, affordability checks, the implementation of temporary limits, or a referral to self-exclusion options, depending on the level of risk assessed.

2) Repeated failed deposits:

A pattern of failed deposit attempts resulting from insufficient funds is a significant indicator of potential gambling-related harm and financial distress. When a player repeatedly tries to deposit money into their gaming account without having adequate funds available, it may suggest a loss of control over their gambling behaviour or an attempt to continue playing despite clear financial limitations.

3) Extended sessions

Prolonged and continuous gaming sessions can serve as a key indicator of potential responsible gaming concerns. When a player remains logged into their account for extended periods—especially without breaks—it may suggest compulsive behaviour or a diminished capacity to self-regulate their

gambling activity. While occasional long sessions may occur during special events or promotions, consistently lengthy play without apparent reason raises red flags about a player's well-being.

Extended session times can be associated with a higher risk of gambling-related harm, including financial strain, emotional distress, and social isolation. Players who gamble for long durations may be attempting to chase losses, escape personal issues, or may have lost awareness of time due to the immersive nature of gaming.

4) Increased communication for bonuses

A noticeable and sustained increase in contact with customer support—particularly when accompanied by repeated requests for bonuses or expressions of frustration—can be an important behavioural indicator of potential gambling-related harm. While occasional interaction with support teams is normal, excessive communication, especially with emotionally charged language or agitation, may signal distress or a loss of control.

Players exhibiting this behaviour might be seeking to recoup losses, expressing dissatisfaction with outcomes, or relying on bonus offers as a means to continue gambling despite depleted funds. Persistent bonus requests, aggressive tone, or signs of desperation in communication may reflect a deeper issue with gambling behaviour that warrants closer attention.

5) Frequent changes to limits related to deposits and multiple cool-offs or exclusions

Repeated modifications to Responsible Gaming tools, such as continually adjusting deposit limits, or repeatedly initiating and then returning from cooling-off periods, can be a strong indicator of problematic gambling behaviour. While these tools are designed to empower players to manage their gambling activity responsibly, erratic or excessive use may suggest that the player is struggling to maintain control.

6) Reaching limits of credit cards

When a player consistently reaches the limit of their credit card while attempting to deposit funds, it may indicate financial distress and a lack of control over gambling expenditure—both of which are significant responsible gaming concerns. This behaviour suggests that the player may be gambling beyond their means, potentially relying on borrowed money to continue play, which can lead to debt accumulation and serious financial harm.

Using credit to fund gambling is inherently high-risk, as it separates the act of spending from immediate financial consequences. Repeatedly maxing out a credit card may signal that the player is chasing losses, experiencing compulsive gambling urges, or attempting to sustain gambling activity despite clear financial barriers.

7) Attempts to open multiple accounts to bypass deposit or loss limits.

Attempts by a player to create multiple accounts—particularly with the intention of bypassing established deposit or loss limits—are a serious responsible gaming concern and a breach of the company's terms and conditions. This behaviour indicates a potential loss of control over gambling activity and a deliberate effort to evade the safeguards designed to protect players from financial and emotional harm.

Players who engage in this practice may be attempting to continue gambling after self-imposed or operator-enforced limits have been reached. This circumvention undermines the effectiveness of

Responsible Gaming (RG) tools and suggests that the individual may be exhibiting signs of problem gambling or addiction.

Higher Risk Accounts

Enhanced Responsible Gaming Measures

The company has established procedures to monitor player behaviour, particularly in relation to increased spending and significant losses. Players who qualify for VIP status do so by meeting specific thresholds based on deposit amounts and gameplay activity. Due to the elevated level of engagement, VIP players may present a higher risk in terms of responsible gambling concerns.

To mitigate this risk, the company is committed to ensuring that all players, including those in the VIP portfolio, are engaging in gaming activities within their financial means. ANordability assessments are conducted as part of a risk-based approach, which includes the collection and verification of Enhanced Due Diligence (EDD) documentation where necessary. These measures are implemented in alignment with both responsible gaming practices and Anti-Money Laundering (AML) regulations.

Responsible Gaming Interventions

Players who are identified as displaying at-risk behaviour will be promptly informed of the Responsible Gaming tools available to them, including deposit limits, cooling-oN periods, and self-exclusion options. Where appropriate, the company will follow a structured escalation protocol to ensure player protection. This involves an account review and the application of mandatory deposit limits, temporary suspension of the account (Cool-oN), or permanent exclusion in cases where there is a severe risk to the player's well-being.

All interactions that are done, are saved and stored in the “Player Account Management (PAM) system.

Employee Training

The company is committed to ensuring that all employees are equipped with the knowledge and skills necessary to uphold our Responsible Gaming (RG) standards. As part of this commitment, all staN members receive in-house training on responsible gaming principles, regulatory obligations, and the company's internal procedures for promoting safe play.

For customer-facing teams—such as Customer Support and VIP Managers—who are in direct contact with players and therefore more likely to encounter signs of gambling-related harm, enhanced training is provided through accredited third-party courses. This advanced training is designed to prepare staN to manage complex player interactions with professionalism and sensitivity.

The training program covers the following key areas:

1. Recognizing signs of gambling distress, including behavioural indicators such as agitation, aggression, frustration, or signs of financial desperation.
2. Engaging in structured and empathetic conversations with at-risk players to assess their situation and provide appropriate support.

3. Referring players to relevant Responsible Gaming tools and support resources, such as deposit limits, cooling-off periods, self-exclusion, or external counselling services.

By empowering staff with the right tools and training, the company ensures that all team members, especially those on the frontline are prepared to identify and respond to potential gambling harm effectively and in line with our duty of care.

Advertising and Marketing

The company is committed to ensuring that all marketing and advertising communications reflect our values of integrity, transparency, and social responsibility. To safeguard users and uphold regulatory compliance, we adhere to the following principles:

- **Protection of Vulnerable Individuals:** Marketing content, including imagery and messaging, will not be directed, either directly or indirectly at vulnerable individuals, including those under the legal gambling age.
- **No Misrepresentation of Gambling as Support:** We ensure that our marketing does not portray gambling to achieve financial stability, emotional comfort, or improved mental wellbeing.
- **Clear Distinction Between Skill and Chance:** Advertising will not imply that skill can influence outcomes in games that are solely based on chance.
- **Emotional Responsibility:** Marketing communications will not suggest that gambling can serve as a replacement for personal, emotional, or financial fulfilment.
- **Protection of Minors:** No marketing materials will feature individuals under the legal age or depict minors engaging with gambling-related content in any form.
- **Content Appropriateness:** All advertising is free from explicit, sexualised, or suggestive content that may undermine the company's commitment to responsible and respectful messaging.
- **No Link to Harmful Behaviours:** Gambling will not be associated with or portrayed alongside smoking, drug use, alcohol consumption, seduction, or enhanced physical or social attractiveness.

- **Transparency in Promotions:** All bonus offers, and promotional materials are clearly communicated with accurate, accessible terms and conditions. Promotions never encourage excessive or irresponsible gambling.

Furthermore, the company maintains strict oversight of all third-party marketing relationships, including affiliates, brand ambassadors, and social media influencers. These parties must be fully informed of the company's Responsible Gaming Policy and are required to comply with all advertising standards, including the accurate representation of content and mandatory inclusion of Responsible Gaming messages in all promotional materials. Through these measures, the company ensures that its marketing approach promotes a safe, transparent, and responsible gaming environment.

Internet filtering

As part of our commitment to preventing underage gambling, the company actively encourages adults to take necessary precautions when using shared devices, particularly in households with minors. This includes safeguarding usernames, passwords, and payment information to prevent unauthorized access to gambling platforms.

To further support this initiative, the company provides information on third-party software solutions designed to restrict access to gambling websites. These tools can be effective in helping parents and guardians block gambling content on shared devices. Examples of such tools include:

- BetBlocker – betblocker.org
- GamBlock – gamblock.com
- Gamban – gamban.com