

Gambling with responsibility

Last updated: 19 June 2026

Please read this information carefully for your own benefit.

fdhtuyui.com is operated by **AG Group B.V.**, **company** registration number 166231, with its registered office at Zuikertuintjeweg Z/N (Zuikertuin Tower), Curaçao.

I. Interpretation and Definitions

a. 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.

b. Definitions

For the purposes of these Terms and Conditions:

•**Account** means a unique account created for the Player 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 AG Group B.V.

•**Service** refers to the Website.

•**Website** refers to fdhtuyui.com.

•**Player/ Users** 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.

II. Responsible Gaming and Self Exclusion

a. Responsible Gaming

Gambling means entertainment, fun and excitement for the majority of our users. But we also know that for some of our users, gambling has negative

side effects. In medical science, pathologic gambling has been recognised for many years as a serious sickness.

Since our first day, we have thought about this problem and try our best to help where we can. Under “**Responsible Gambling**”, We understand multiple steps of measures, with which a gambling provider can help to reduce the possibility of negative side effects appearing. -In case they already appear, we also try to take active steps against them.

The most important instruments against negative side effects from gambling are knowledge and education about the risks of gambling to support our users’ self-control.

b. Responsible Gaming Management

The Company is committed to promoting responsible gambling and minimizing the potential harm associated with gambling activities.

The Company designates responsible personnel to oversee the implementation and monitoring of responsible gaming measures.

c. Self-Assessment

Players are encouraged to regularly assess their gambling behavior and monitor their gambling activity.

Self-assessment tools and information regarding gambling addiction can be found through recognized organizations including **GambleAware** and **Gamblers Anonymous**.

Players who believe that gambling may be causing them harm are encouraged to make use of the responsible gaming tools available on the Website.

III. Information and contact

Our Support Team is available to help assist Players via email at all times, at no additional costs:

•email: support@fdhtuyui.com

Our Support Team shall not disclose any information relating to a Player to any third party without the Player’s prior consent, except where such disclosure is required by applicable law, regulation, or competent authority.

In addition, a Player may take a self-assessment to determine whether – he or she may be experiencing gambling addiction at:

<https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>

Also, a player can find additional information about gambling addictions at:

<https://www.begambleaware.org/safer-gambling/>

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IV. Helpful hints for responsible gambling at fdhtuyui.com

We recommend Player to think about the following hints before gambling to ensure gambling stays fun for the Player and with no negative side effects:

- Set yourself a deposit limit**

Before you start gambling, think about how much you can afford to gamble 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 become tired or cannot 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.

V. Minor Protection

To use our Service, A Player should be 18 years or older. To avoid abuse, keep your login data safe from any minors near you.

Principally, we recommend a filter program to avoid minors, especially children, to access any context on the internet, which is not healthy for them.

For parents, we can recommend a list of internet filters to support them from keeping their children from any context which is not appropriate for them:

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

VI. Age Verification

The Company performs age verification procedures and reserves the right to request identification documents at any time.

If a player is found to be under the legal gambling age, the account will be suspended and closed immediately.

VII. Deposit Limits

Players may request daily, weekly or monthly deposit limits on their accounts. Where available through the Website, players may manage these limits directly through their account settings.

Requests to reduce existing limits will take effect immediately. Requests to increase an existing limit may be subject to a cooling-off period before becoming effective.

VIII. Behavior Monitoring

The Company monitors player activity to identify indicators of potentially harmful gambling behavior.

Indicators may include:

- Excessive gambling sessions
- Unusually high deposit activity
- Repeated failed deposit attempts
- Repeated withdrawal reversals
- Signs of financial distress
- Significant changes in gambling patterns

Where appropriate, the Company may contact players and recommend the use of responsible gaming tools.

IX. Cooling-Off Period

Players may request a temporary cooling-off period during which gambling activity will be restricted.

Available cooling-off periods include:

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

During the cooling-off period, players may not place wagers or make deposits. Withdrawals of available balances will remain permitted.

Cooling-off requests cannot be cancelled until the selected cooling-off period has expired.

X. Self-Exclusion

If a Player believe that gambling may be causing harm or if a Player wish to take a break from gambling, a Player may request a self-exclusion from all gambling services provided by the Company.

Available Self-Exclusion Periods:

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

Self-exclusion applies to all gambling activities offered by the Company. To request self-exclusion, please contact our support team:

Email: support@fdhtuyui.com

Once a self-exclusion request has been activated, it cannot be revoked until the selected exclusion period has expired.

During the self-exclusion period, players may not create a new account or access gambling services provided by the Company.

XI. Responsible Advertising

The Company is committed to responsible marketing and advertising practices.

The Company will not:

- Target minors
- Portray gambling as a source of income
- Suggest gambling can solve financial problems
- Encourage excessive gambling
- Exploit vulnerable persons

XII. Employee Training

Relevant employees, including customer support personnel, receive responsible gaming training to identify and respond appropriately to signs of problematic gambling behavior.