

Responsible Gaming Policy – SUVYD B.V.

Dated: 01.09.2025

1. Introduction

- 1.1 SUVYD B.V., a company incorporated under the laws of Curaçao with Company Number 164492 and licensed by the Curaçao Gaming Control Board to offer games of chance under license number OGL/2024/846/0501 in accordance with the National Ordinance on Offshore Games of Hazard (Landsverordening buitengaats hazardspelen, P.B. 1993, no. 63) (LOK) hereinafter referred to as “COMPANY” - acknowledges its duty to implement and maintain effective measures aimed at the prevention of problematic gambling behavior.
- 1.2 This Policy sets forth the procedures and resources designed to ensure that all players are provided with a secure and responsible gaming environment, in which gambling is engaged in solely as a planned and budgeted form of entertainment, while safeguarding players from the risks associated with problem gambling.
- 1.3 Gambling involves a significant risk of financial loss. Players acknowledge that outcomes are determined by chance and that losses are possible. COMPANY does not guarantee winnings and does not present gambling as a source of income.
- 1.4 This Responsible Gaming Policy is implemented in accordance with the requirements of the Curaçao Gaming Control Board and applicable regulatory obligations under the National Ordinance on Offshore Games of Hazard (LOK).

2. Responsible Play – Staying in Control

- 2.1 Gambling is intended solely as a form of leisure and entertainment. COMPANY emphasizes that it must never be regarded as a means of generating income. Treating gambling as a financial solution can lead to emotional strain and financial difficulties.
- 2.2 In order to safeguard player well-being, COMPANY encourages all players to adopt responsible gaming practices and regularly monitor their behaviour.
- 2.3 If a player is concerned that gambling may be having a negative impact on their life, they are advised to reflect on their habits using the following self-assessment questions, or alternatively complete the questionnaire provided by Gamblers Anonymous at: <https://gamblersanonymous.org/20-questions/>:
 - Have you ever felt you should cut down on your gambling?
 - Have people annoyed you by criticizing your gambling habits?
 - Have you ever felt guilty about your gambling?
 - Have you ever felt remorse after gambling?
 - Have you ever had a morning 'eye-opener' to steady your nerves or recover from gambling losses?

Interpreting the Results:

0 Yes Answers: Low risk for gambling problems.

1 Yes Answer: Moderate risk; further assessment may be needed.

2 or More Yes Answers: High risk; further evaluation and intervention are strongly recommended.

3. Self-Exclusion

- 3.1 COMPANY provides a Self-Exclusion option for players who wish to take a break from gambling for a defined period of time.

3.2 Self-Exclusion means that players voluntarily block themselves from accessing their account and participating in any gambling activities offered under the COMPANY licence.

3.3 The following Self-Exclusion periods are available:

- 1 year
- 3 years
- 5 years
- 10 years
- Lifetime (permanent exclusion)

3.4 Once Self-Exclusion is activated, the player's account will remain inaccessible for the entire duration of the chosen period. No promotional emails, notifications, or marketing communications shall be sent during this time.

3.5 Self-Exclusion cannot be revoked or shortened before the expiry of the selected period. In the case of Lifetime Self-Exclusion, the decision is permanent and irreversible.

3.6 Activation of Self-Exclusion

3.6.1 A player may activate Self-Exclusion through the Responsible Gaming section in their account settings or by contacting COMPANY at support@kraken.casino

3.6.2 Once Self-Exclusion is initiated, the player's account shall be locked, and access to gambling activities will be restricted for the entire duration of the chosen period. No promotional emails, notifications, or marketing communications shall be sent to the player during this period.

3.6.3 For re-activation following the expiry of the exclusion period, the player must submit a written request to COMPANY Customer Support. Prior to reactivation, COMPANY will remind the player of available Responsible Gaming tools and may encourage completion of a self-assessment questionnaire before the account is reopened.

3.6.4 Self-Exclusion cannot be revoked or shortened before the expiry of the selected period. Where a lifetime Self-Exclusion has been chosen, the exclusion is permanent and irrevocable.

3.6.5 Self-Exclusion is a mandatory tool designed to enable players to regain control of their gambling habits and to prevent further harm. By choosing to exclude themselves for a defined period or permanently, players acknowledge that gambling must remain a form of entertainment rather than a source of financial or emotional distress.

3.6.6 Following the expiry of a self-exclusion period, account reactivation shall not occur automatically. A mandatory cooling-off period of twenty-four (24) hours shall apply following a reactivation request before access is restored.

3.7 Where required by applicable regulatory requirements, COMPANY shall ensure that self-exclusion is implemented in accordance with any regulatory or central exclusion registers applicable under the Curaçao Gaming Control Board framework. COMPANY shall cooperate with the Curaçao Gaming Control Board in relation to enforcement of exclusion measures where applicable.

4. Cooling-Off

4.1 COMPANY provides players with the option to activate a Cooling-Off Period, which allows them to temporarily suspend gambling activity in order to regain control of their behaviour. During this period, the player will be unable to place bets or make deposits into their account.

4.2 The following Cooling-Off durations are available:

- 24 hours
- 7 days
- 1 month

- 3 months
- 4.3 Players may activate a Cooling-Off Period directly through the Responsible Gaming section in their account settings. Once activated, the account shall be temporarily restricted, preventing all gambling activity, including deposits and bets.
- 4.4 Cooling-Off activation is fully automated and takes effect immediately. Early termination of the Cooling-Off Period is not permitted. The player must wait until the expiry of the selected period before resuming activity.
- 4.5 The Cooling-Off Period is designed to give players sufficient time to reflect on their gambling habits and to make more informed decisions prior to resuming gambling. After the selected period ends, the account will automatically return to normal status without requiring any further action from the player.

5. Deposit Limits

- 5.1 COMPANY provides players with the ability to set voluntary deposit limits to control their gambling expenditure.
- 5.2 Players may set daily, weekly, and monthly deposit limits through their account settings at any time.
- 5.3 Once a deposit limit is set, the system shall prevent any deposits exceeding the established limit.
- 5.4 Players may request to decrease their deposit limits at any time. Such decreases shall take effect immediately.
- 5.5 Requests to increase deposit limits shall be subject to a mandatory cooling-off period of at least twenty-four (24) hours before the increase becomes effective.
- 5.6 COMPANY shall not override or bypass deposit limits set by the player under any circumstances.
- 5.7 Deposit limits apply cumulatively across all products and verticals offered by COMPANY.

6. Loss Limits

- 6.1 COMPANY provides players with the ability to set voluntary loss limits, restricting the maximum amount of money that may be lost within a defined period.
- 6.2 Players may set daily, weekly, and monthly loss limits via their account settings.
- 6.3 Once the loss limit is reached, the player shall be prevented from further gambling activity until the relevant period expires.
- 6.4 Any request to increase loss limits shall be subject to a minimum cooling-off period of twenty-four (24) hours.

7. Session Limits

- 7.1 Players may set session duration limits to restrict the amount of time spent gambling.
- 7.2 Upon reaching the predefined session limit, the player shall be automatically logged out of their account.
- 7.3 The system shall automatically prevent further wagering activity until the predefined session period has expired.

8. Reality Check and Activity Notifications

- 8.1 COMPANY provides players with reality check functionality.
- 8.2 Reality check notifications shall periodically inform players of:
 - time spent gambling
 - amount wagered

- amount won or lost
- 8.3 Players shall be required to acknowledge such notifications in order to continue gambling.
- 8.4 Players may configure reality check frequency in their account settings.

9. Monitoring and Identification of At-Risk Players

- 9.1 COMPANY actively monitors player activity to identify signs of potentially harmful gambling behavior.
- 9.2 Indicators monitored may include, but are not limited to:
- significant increases in deposit frequency
 - prolonged gambling sessions
 - repeated loss chasing behavior
 - erratic betting patterns
 - repeated attempts to increase limits
- 9.3 COMPANY reserves the right to intervene where such behavior is identified.
- 9.4 Players acknowledge that COMPANY may analyse account activity data for the purpose of identifying potential indicators of harmful gambling behavior in accordance with applicable data protection legislation.

10. Responsible Gambling Intervention Measures

- 10.1 Where COMPANY identifies behavior indicating potential gambling-related harm, COMPANY may take appropriate intervention measures.
- 10.2 COMPANY reserves the right, at its sole discretion, to impose mandatory restrictions on player accounts where responsible gambling concerns are identified, regardless of whether the player has requested such measures.
- 10.3 Such measures may include:
- issuing responsible gambling warnings
 - recommending cooling-off periods
 - imposing temporary account restrictions
 - reducing deposit limits
 - suspending or closing player accounts
- 10.4 These measures are implemented to protect player well-being and ensure responsible gambling practices.

11. Prevention of Circumvention

- 11.1 COMPANY shall take reasonable steps to prevent players who have self-excluded from opening new accounts.
- 11.2 COMPANY reserves the right to suspend or close duplicate accounts identified as belonging to self-excluded players.
- 11.3 Self-exclusion shall apply across all websites, domains, and brands operated by COMPANY.

12. Responsible Marketing and Advertising

- 12.1 COMPANY ensures that all marketing and advertising activities are conducted responsibly.
- 12.2 COMPANY shall not:
- target vulnerable individuals
 - target self-excluded players
 - present gambling as a solution to financial problems

- present gambling as a guaranteed source of income
- 12.3 Marketing communications shall include responsible gambling messaging where appropriate.

13. Staff Training and Internal Controls

13.1 COMPANY ensures that relevant staff receive training in responsible gaming awareness.

13.2 Staff are trained to:

- Identify signs of problem gambling;
- Respond appropriately to player concerns;
- Escalate responsible gambling concerns internally.

13.3 COMPANY maintains internal procedures to ensure compliance with responsible gambling obligations.

13.4 COMPANY maintains an internal escalation framework whereby responsible gambling concerns identified by staff are reported to designated compliance personnel for assessment and appropriate action. All interventions and restrictions are documented and retained for regulatory review where required.

14. Gambling Addiction Treatment

14.1 COMPANY recognises that gambling-related harm may require professional support. The following independent organisations provide confidential advice, treatment, and counselling services to individuals affected by gambling addiction:

GambleAware – Offers confidential advice, resources, and support for individuals experiencing gambling-related harm. Their mission is to minimise the risk of gambling problems through education, treatment, and awareness.

Website: www.begambleaware.org

GamCare – The leading UK authority providing counselling, advice, and practical help in addressing the social impact of gambling.

Confidential helpline: +44 845 6000 133.

Website: www.gamcare.org.uk

Non-UK residents may contact GamCare for referral to international support organisations.

Gamblers Anonymous – An international fellowship offering a 12-step programme to help individuals overcome compulsive gambling. Meetings are available worldwide, offering mutual peer support.

Website: www.gamblersanonymous.org

Gambling Therapy – Provides support and counselling for anyone adversely affected by gambling. Services are available in Great Britain and internationally.

Website: www.gamblingtherapy.org

5.2 COMPANY will ensure that references and links to these organisations are prominently displayed in the Responsible Gaming section of its websites and applications.

15. Internet Access Restrictions and Underage Gambling Prevention

15.1 In accordance with COMPANY policy, individuals under the legal gambling age of eighteen (18) are strictly prohibited from using any online gaming or casino services offered by the company.

15.2 COMPANY reserves the right to request proof of age from any registered user at any time. Accounts may be temporarily suspended until the required documentation is

provided. If it is determined that a player has violated this policy, the account shall be closed, all winnings forfeited, and the matter may be reported to the relevant authorities.

15.3 To ensure adherence to age restrictions, COMPANY implements the following measures:

- Players are explicitly informed during registration that services are unavailable to underage individuals.
- Upon account creation, players must provide documentation verifying their legal age and date of birth.
- All marketing and promotional activities are directed solely at individuals of legal gambling age. Any attempt to target or engage underage users is strictly prohibited.

15.4 To assist parents and guardians, COMPANY recommends the use of parental control and website filtering tools designed to block access to gambling sites. Examples include:

- Net Nanny – www.netnanny.com
- CyberPatrol – www.cyberpatrol.com
- GamBlock – www.gamblock.com

15.5. Any individual under the age of eighteen (18) found using COMPANY's services will have their account terminated, all winnings forfeited, and their information may be reported to the competent authorities.

16. Helpful Hints for Responsible Gambling

16.1 COMPANY recommends that players consider the following guidelines in order to ensure that gambling remains an enjoyable form of entertainment without adverse consequences:

- Set a Deposit Limit – Prior to commencing play, determine the amount you can afford to spend on gambling according to your financial circumstances. Only wager amounts designated for entertainment.
- Do Not Chase Losses – Avoid attempting to recover previous losses at any cost. Gambling should not be treated as a means of earning money.
- Set a Time Limit – Establish a maximum duration for gambling sessions and adhere to it. Gambling should remain in balance with other leisure activities and not become the sole pastime.
- Play Responsibly – Refrain from gambling when experiencing stress, depression, or pressure, and avoid gambling under the influence of alcohol, drugs, or medication.
- Take Regular Breaks – Interrupt play if you feel fatigued or lose concentration.
- Maintain a Single Account – For clarity in monitoring gambling activity, players are advised to operate only one account per individual.

16.2. COMPANY will forfeit the winnings of any individual found not to meet legal age requirements. In such cases, deposited funds shall be frozen, any deposits made by a minor shall be refunded, and the matter may be reported to the relevant authorities.

17. Information and Contact

17.1 COMPANY provides dedicated support to players seeking assistance regarding Responsible Gaming. Players may contact the Responsible Gaming Support Team at any time via email: support@kraken.casino
No charges shall be incurred for such communication.

17.2 All communications with COMPANY in relation to Responsible Gaming will be treated with strict confidentiality. No personal information will be disclosed to third parties

without the player's prior written consent, except where required by law or regulatory obligations.