

## **Responsible Gaming Policy**

**Ver. 1.0. dated May 27, 2025**

Gambling can be exciting, interesting and good fun. Sports betting, online casino, games and poker are played by millions of people worldwide who love entertainment. Unfortunately, this activity like many others can create addiction, and that's why we are committed to the promotion of responsible gambling and we take all the necessary measures to prevent any form of abuse and to create a responsible and healthy gambling environment.

The Company has appointed a designated Responsible Gaming person, who is responsible for implementing and enforcing the Policy. Furthermore, this designated person shall be the point of reference regarding this Policy and its related requirements.

The Responsible Gaming Policy for Licensed Operators as issued on April 17, 2025 by the Curacao Gaming Authority (hereafter: 'RG Policy CGA') sets out various obligations which must be adhered to. As part of the RG Policy CGA, the Company will prominently display:

- The license details through the dynamic seal on the page(s);
- A sign which indicates that under-age gaming is prohibited;
- A 'responsible gaming' message, explaining that gaming can be harmful if it is not controlled, and information about the player support measures;
- A direct link leading to the responsible gaming section which includes all relevant responsible gaming information required by the CGA;
- A direct link which enables players to refer to one or more gambling support organisations;

### **Underage gambling**

Participation in gambling activities is strictly limited to individuals who are 18 years of age or older. Underage gambling is strictly prohibited and will not be tolerated under any circumstances.

We are committed to promoting a safe, responsible, and legally compliant gaming environment. As part of this commitment, we take the issue of underage access extremely seriously and are dedicated to preventing minors from participating in any gambling-related activities on our platform.

By accessing and using our services, users expressly acknowledge and confirm that they are at least 18 years of age. Any attempt to misrepresent age or provide false information during the registration process constitutes a breach of our terms and conditions.

If we become aware that an account has been opened or accessed by a minor, we reserve the right to take immediate action. This includes the immediate closure of the account, the forfeiture of any winnings, and other actions subject to applicable legal requirements. We will clearly communicate the reason for the account closure to the minor.

We are continuously working toward implementing additional measures to detect and prevent underage access and ensure that our platform remains a safe environment for all eligible users.

### **Self-assessment**

We encourage all players to regularly reflect on their gambling habits to ensure that their gaming remains safe and within healthy limits. To support this, we provide access to self-assessment tools designed to help users identify potential signs of problem gambling and make informed decisions about their activity.

One widely recognized self-assessment is the 20-question quiz provided by Gamblers Anonymous, available at: <https://gamblersanonymous.org/20-questions/>.

This questionnaire can help players recognize behaviours that may indicate a gambling problem.

In addition, players may consider using scientifically recognized screening tools, such as the CAGE Questionnaire (Adapted for Gambling). This simple four-question tool can provide valuable insight:

1. C – Cut Down: Have you ever felt you should cut down on your gambling?
2. A – Annoyed: Have others annoyed you by criticizing your gambling?
3. G – Guilty: Have you ever felt guilty about your gambling?
4. E – Eye-Opener: Have you ever gambled first thing in the morning to feel better or recover from losses?

#### Interpreting the Results

- 0 “Yes” Answers: Low risk of gambling-related harm
- 1 “Yes” Answer: Moderate risk; further reflection is advised
- 2 or More “Yes” Answers: High risk; professional support and responsible gambling tools are strongly recommended

If any signs of problematic behaviour are identified through these assessments, players are strongly encouraged to explore the responsible gambling tools available on our platform or seek support from professional organizations.

#### Available restrictive measures

If you feel that online casino games will or already have become a problem for you, we strongly suggest that you use the following mechanisms that are available and can be accessed by contacting our customer support via chat or via following email [support@bahsegel.com](mailto:support@bahsegel.com):

- self-exclusion;
- cool down period;
- financial limits.

#### Self-Exclusion

If you wish to be self-excluded from our website, you should have a look at our Self-exclusion policy.

#### Cool Down Period

If you need a temporary break from gambling on the website, you can ask us for a cool down period. Once a cool down period is activated, the player’s gameplay will be temporarily locked. After the selected cool down period has ended, you will automatically regain full access to your account and may resume gaming as usual.

#### Financial Limits

You can choose to impose a limit on the maximum bets that you may incur on our website.

#### Parental Controls

There are a number of third party applications available that parents or guardians can use to monitor or restrict the use of their computer's access to the Internet. These include:

Net Nanny ([www.netnanny.com](http://www.netnanny.com)) is a filtering software that protects children from inappropriate content on the Internet.

Make sure no minors have access to your player account. For most computers, it is possible to have a password control so they cannot be accessed without user verification. It is also possible to use specific protection software that allows you to prevent minors in your household to access gambling websites.

### **Internet Filtering Tools**

We recommend considering third-party software that can help limit access to gambling websites. There are several tools available globally, some of which are free and others are paid, that can assist with website and gambling site blocking.

Examples of such tools include:

BetBlocker – [betblocker.org](http://betblocker.org)

GamBlock – [gamblock.com](http://gamblock.com)

Gamban – [gamban.com](http://gamban.com)

These tools can be useful for managing and restricting access to gambling sites, helping to promote a safer online environment.

### **Information Visibility**

The Company ensures that players can easily access responsible gaming information by:

- Visible Links: Our homepage displays a link to the responsible gaming policy, tools, and contacts. These links are also included in the footer of the homepage on our website
- Terms and Conditions: Clear references to our terms and conditions, including the prohibition of underage gambling, are provided. The terms and conditions are easily accessible and written in plain language;
- Responsible Gaming Organizations: Links to organizations that offer support for gambling addiction are available. These include local and international organizations, as per this policy.

### **Contact and assistance**

There are organisations that provide professional assistance to persons who are affected by gambling problems:

Gambling Therapy [www.gamblingtherapy.org](http://www.gamblingtherapy.org)

Gamblers Anonymous [www.gamblersanonymous.org](http://www.gamblersanonymous.org)

GamCare [www.gamcare.org.uk](http://www.gamcare.org.uk)

Gamble Aware [www.gambleaware.co.uk](http://www.gambleaware.co.uk)

If you have any questions or concerns regarding responsible gaming, please feel free to contact us via chat or at email [support@bahsegel.com](mailto:support@bahsegel.com).

### **Language Availability**

The Responsible Gaming section is made available in English and in the official language(s) of the target market. In the event of any discrepancies or inconsistencies between translations, the English version shall prevail.

### **Advertising and Promotions**

The Company makes sure that advertising or promotions comply with all applicable laws associated to the advertising and promotion of gambling products. Such advertising and promotions will be rolled out in a socially responsible manner.

Any player who is currently under a period of self-exclusion (cooling off) or indeed a permanent exclusion due to problem gambling, shall be removed from all marketing correspondence lists. As such, no marketing or promotional materials shall be sent to excluded players.

Furthermore, no marketing or promotional materials shall knowingly and deliberately target vulnerable people, as per the definition of clause 1.1 h of the LOK.