

VAIDEBOB TERMS AND CONDITIONS

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1. Definitions in alphabetical order:

Client application: web browser application opened by the account holder to use the services.

BOB Intellectual Assets: All trademarks, service marks and trade names, as well as images, graphics, texts, concepts or methodologies found on the website, client application and the material contained therein are the exclusive property of BOB and/or BOB's suppliers and partners. The account holder has no right to exploit or otherwise use any intellectual asset for any purpose, except for what is permitted by law.

BOB: the company called BrazilOneBet is a brand managed and operated by Global Software Solutions N.V with headquarters and business address at Heelsumstraat 51 E-Commerce Park, Curaçao, Curaçao, a company licensed and regulated to carry out online gaming operations by the government of Curaçao through license number 8048/JAZ2017-064 and contact email: suporte@vaidebob.com.

Card: refers to all types of cards with a "payment", "collection", "debit", "credit", "virtual" and/or similar function.

BOB Account: account held by an account holder, for bona fide transactions, strictly for the purpose of establishing a normal business relationship with BOB for the purpose of placing bets, games and gambling transactions.

Inactive BOB account that has not registered any login and/or logout for a period of more than 12 consecutive months.

Contract: contractual relationship between BOB and an account holder and shall be constituted and governed by BOB's Rules.

Gaming and betting duty refers to the special tax applicable to gaming and betting in Curaçao.

Force Majeure: any occurrence or condition beyond the reasonable control of the party whose performance is affected, resulting in a delay or default in the fulfilment of its contractual obligation. It includes for the purposes of BOB's rules: natural disasters, government restrictions (including the denial or cancellation of any necessary license through no fault of the affected party), wars, outbreak of hostilities, riots, civil disturbances, pandemics, strikes and/or lockouts.

Financial Institution: is a bank and/or other institution regulated by an applicable domestic financial services Act or similar.

Applicable law: Curaçao law.

Place of Contract: Curaçao.

Prize: an amount, bonus or reward that can be won by the account holder.

Payment Solution Provider: is an intermediary that acts as a payment agent for several different payment methods.

BOB Rules: these are the terms and conditions that constitute the complete, final and exclusive agreement between the account holder and BOB, replacing any and all previous agreements and governing their contractual relationship, and which are detailed in this Terms and Conditions Instrument.

By opening a BOB account, registering, logging in, using the services, participating in the games or accepting any prize, a visitor or account holder fully understands and agrees:

- a. To become part of the BOB rules,
- b. That you have read, understood and will comply with these terms and conditions, and
- c. That he/she must respect all its terms.

BOB may update, amend, edit and supplement BOB's rules at any time. Any substantial change to BOB's rules must be notified in advance by BOB to the account holder before taking effect.

All references in BOB rules to the singular shall include the plural and vice versa. All references to "the" shall include "a" and vice versa.

Regulator: the regulatory authority established by Curaçao law to govern all forms of gambling in Curaçao called the Curaçao Gaming Authority. For more information, click [here](#).

Services: these are the gaming and betting offers provided by BOB to the account holder via the website.

Website: the portal accessible via the internet address www.vaidebob.com where all current and relevant information on BOB's operations is published and through which services are provided to account holders.

Software: all the software used by BOB to offer and/or operate the services and/or run the customer application.

Account Holder: natural person with a contractual relationship with BOB created by opening a BOB Account through the respective website.

2. Licenses

BOB received approval to operate from the Regulator through license: 8048/JAZ2017-064 issued in September 2021.

3. Account rules

3.1 Creating a BOB account

3.1.1 An individual cannot participate in a game for money unless they are an account holder. To be registered as a player, an individual must submit a registration request and provide the following information:

- a. Date of birth (proving that the player is over eighteen (18) years of age);
- b. Name, surname and CPF number of the player.
- c. Player's place of residence and currency.
- d. The player's valid e-mail address and telephone number; and
- e. Username and password.

3.1.2 Minors under the age of 18 (eighteen) cannot register as players and cannot hold a BOB account. BOB reserves the right to request documents proving age and to carry out checks to verify the age of minors.

information provided. A BOB account may be suspended until satisfactory proof of age is provided.

3.1.3 An individual who signs up to become an account holder also guarantees and represents:

- a. be a natural person (legal entities will not be accepted as account holders);
- b. not be a professional player in any sport, competition or league where BOB offers betting;
- c. Not be restricted by limited legal capacity.
- d. Not acting on behalf of another party.
- e. Not to be depositing money from illegal activities and/or other unauthorized activities.
- f. Do not deposit money by means of a card that the account holder is not authorized to use and/or use a card in a jurisdiction in which betting and gaming are prohibited.
- g. Not to conduct illicit activities in which a BOB account is directly or indirectly involved.

- h. Not be employing or making use of a system (including machines, robots, computers, software or any other automated system) designed to override or capable of defeating the customer's application and/or software;
- i. It is the responsibility of the account holder to ensure that the use of the BOB website and services is legal in their country of residence and/or place of access.
- j. Not find the website or services offensive, objectionable, unfair or indecent; and
- k. To keep your BOB account details up to date in terms of the following: first and last name, country of residence, valid e-mail address and telephone number.

3.1.4 An individual who registers for a BOB account recognizes and accepts:

- a. All definitions and stipulations as stated in the BOB rules.
- b. The BOB rules as currently published on the website, as well as any possible future changes to the BOB rules.
- c. That the place of contract is Curaçao; and
- d. That the contract is governed by: (i) the rules of BOB as may be amended from time to time; (ii) any regulatory provisions or other decisions made from time to time by the Governing Authorities; and (iii) the Applicable Law of the place of the contract.

3.1.5 An individual who registers guarantees and declares that all the information provided in their registration form is true and correct. Otherwise, BOB will not register the individual and, if that individual is already registered, BOB will block the account when it learns that the individual has provided false information when registering as a player.

3.2 BOB Account Management

3.2.1 BOB reserves the right, at its own discretion and at any time, to:

- a. Refuse to open a BOB account and/or close or suspend an existing BOB account if it believes there are signs of irregularity/illegality.
- b. Refuse to accept deposits if it believes there are signs of irregularity/illegality.
- c. Request documents to verify: (i) the identity of the account holder, (ii) proof of the account holder's address (add+ if you don't have a utility bill, and if you have digital banking, you can just generate/issue a boleto and not pay, and it will already show your full name and address).
- d. Forfeit and/or confiscate funds available in a BOB account and/or refuse to honor a claim, in the event that directly or indirectly: (I) BOB rules have been violated; and/or (II)

other unauthorized activities have occurred in connection with a betting event and/or the operation of a BOB account (such as, but not limited to, violation of law or other regulations, violation of the rights of third parties, fraud and cheating);

e. Suspend and/or cancel an account holder's participation in games, promotional activities, competitions or other services where BOB is of the opinion that there are legitimate concerns that a BOB account is, has been or may be used for illegal purposes, fraudulent or dishonest practices.

f. Suspend and/or cancel the account holder's participation in the services and/or forfeit and/or confiscate the funds available in his/her BOB account if the account holder is found to be cheating, or if it is determined by BOB that the account holder has employed or made use of a system (including machines, robots, computers, software or any other automated system) designed to defeat or capable of defeating the client application and/or software.

g. Refuse and/or reverse the withdrawal of unspent or unused deposits until verification of such funds is deemed satisfactory.

h. BOB reserves the right to cancel or permanently close an account as soon as it sees fit in accordance with internal guidelines.

3.2.2 BOB guarantees and always represents:

a. Manage funds belonging to account holders in a safe and appropriate manner; and/or

b. Absorb the cost and pay the gambling and betting duty, as applicable, at the place of the contract.

c. Manage data relating to an account holder in accordance with applicable laws, data protection acts and/or similar.

d. Not to offer contingencies to clients for carrying out any transfer of funds between client accounts.

3.2.3 BOB must keep the account holders' funds separate from BOB's own funds in a client account held with a Financial Institution approved by the Regulator.

3.2.4 An account holder may only hold one BOB account at a time. In the event of a breach of this rule, BOB reserves the right to block and/or delete the duplicate BOB account(s) held by the account holder in breach of this clause and reallocate all funds to a single BOB account. No bonus allocated to the duplicate BOB account(s) will be reallocated.

3.2.5 A given account holder may not transfer their BOB account and may not sell, transfer or acquire accounts and funds to or from other players.

3.2.6 The account holder must not allow any other individual, including any minor, to use or re-use their BOB account, access and/or use any material or information from the site, accept any prize, or access and/or participate in the service, and they are solely responsible if this occurs.

3.3 Responsible gaming - Account settings

3.3.1 An Account Holder can, in the settings of the BOB:

- a. set a limit on the amount they can bet or deposit into their BOB accounts within a specified period of time, depending on their country of residence.
- b. refrain from playing for a certain period of time.

3.3.2 An account holder who has set a limit as above in a) can change or revoke the limit in the BOB account settings. The increase or

The revocation of a limit takes effect seven days after the BOB registers the change. The reduction of a limit takes effect immediately after BOB registers the change. BOB will not accept bets from an account holder that contravene a limit or exclusion defined by them as above.

3.3.3 Account holders declare that they are aware that gambling can be addictive. If a player feels that they need help to overcome this type of addiction, they should follow this link to the responsible gaming page of the site

3.4 Inactive accounts

3.4.1 An "inactive account" is a BOB account that has no record of any login and/or logout for a period of more than twelve (12) consecutive months.

3.4.2 BOB reserves the right to charge a monthly administration fee for inactive accounts. The monthly fee for inactive BOB accounts is set at €2 (or the equivalent in the account currency), or 5% of your account balance at the time it is considered inactive (whichever is greater). The administrative fee will be charged and deducted from the inactive account at the beginning of the month following the month in which the BOB account became inactive upon 30 (thirty) days' notice sent prior to any such charge.

3.4.3 BOB reserves the right to close the inactive account as soon as the account reaches zero balance. Account holders may, during the period in which they have been notified of the payment of the Inactivity fee, reactivate their BOB accounts by logging in / logging out or withdrawing their funds without incurring any fees. If any account holder reactivates their BOB account within three months, they will be reimbursed for any inactivity fees.

3.4.4 The inactive account will be deactivated if no activity has been registered on a BOB account for a period of 24 consecutive months.

3.5 Reversal

3.5.1 BOB does not offer chargebacks, refunds, returns or cancellations. If you play a game for real money, the money will be instantly deducted from the balance in your player account. Exceptions to this rule refer only to bets that have been cancelled in accordance with the site's betting rules.

3.6 Closing a BOB account

3.6.1 An account holder can close their BOB account by contacting BOB customer support using the contact details provided in the "help" section on the website, or email suporte@vaidebob.com. Any funds in the BOB account will be remitted to the account holder.

3.6.2 If an existing BOB account is closed, any obligations already assumed will be honored.

3.6.3 Account holders wishing to recover funds held in a closed, blocked or deleted account are advised to contact customer support.

3.6.4 In the event of closure of their BOB account due to gambling addiction or fraud, an individual must not open a new BOB account. BOB will not be liable if the individual manages to open a new account, nor for any consequential direct or indirect damages. BOB reserves the right to close an account opened in violation of this rule at any time.

4. Payment rules

4.1 BOB does not charge fees on deposits, however, it is possible that fees may be charged for the processing of deposits by providers or banking organizations. If such fees exist, they will be displayed during the deposit process. The deposit to balance your account can be made using any of the methods offered on the site, these methods may change according to availability.

4.2 BOB may set and change the minimum and maximum deposit and withdrawal amounts at any time, which will be duly displayed on the deposits and withdrawals page.

4.3 Deposits will be available in the BOB account after confirmation and within the timeframe indicated on the deposit page in your BOB account, in all available deposit options, unless additional actions or verification procedures are required, as indicated in

4.4 BOB reserves the right to carry out additional checks to validate a deposit, such as requesting proof of payment and ownership of the payment method, or verifying the customer's identity, in order to credit the payment to their account if necessary.

4.5 If BOB credits your account with amounts that do not belong to you, whether due to technical, human or other error, it reserves the right to make any necessary correction to adjust the balance. If these funds are withdrawn before the correction is made, the amount wrongly paid will constitute a debt owed by you to the company. In the event of an incorrect credit, you must notify BOB immediately by e-mail.

4.6 All deposits and withdrawals must only be made using the BOB account holder's own payment method.

4.7 In the event that the payment method by which you are making a deposit has a different currency to the currency of your BOB account, the chosen deposit method will convert your funds before depositing them. Likewise, the funds you withdraw will be converted if the currencies are different. Please note that any additional exchange fees will be paid by the player.

4.8 BOB carries out security checks in random cases and at its own discretion. You accept that it is possible for us to require additional information in the event of a security check, and that we may suspend and/or close your account, register or withhold your payment, until we have validated the appropriate information requested.

4.9 Deposits made to your BOB account must be proportionate to the game. Therefore, if at BOB's discretion, abuse is suspected (e.g. when a deposited amount has not been used for an appropriate level of play and the user then makes a withdrawal request in relation to that deposited amount), we reserve the right, at our absolute discretion, to cancel the respective deposit(s) in part or in full, to collect any costs that may have resulted from such activity and to suspend or close the gaming account indefinitely. BOB further reserves the right to request and obtain satisfactory proof of deposit and additional copies of personal identification documents in such cases prior to processing any withdrawal request.

4.10 BOB reserves the right to close an account, ban a player and withhold all funds if we suspect involvement in fraudulent activities on the part of the player, these include, in particular, use of improper or falsified credit cards or account numbers, forgery and sending falsified, stolen or otherwise misappropriated data or documents.

4.11 Deposits and withdrawals from a BOB account must always be made through a Financial Institution or a Payment Solution Provider. The procedures, terms and conditions, availability and duration for deposits/withdrawals may vary depending on the time, as well

as the country and financial institution in question. Up-to-date information is available when you are logged in to the site under the headings "Deposit" or "Withdrawal".

4.12 BOB will not authorize a payment (withdrawal) to an account holder outside his BOB account before the identity, age and place of residence of the account holder have been sufficiently verified.

4.13 BOB may appoint a Payment Solution Provider to act, receive deposits, hold and administer funds and/or expedite withdrawals, on behalf of BOB.

4.14 BOB does not accept cash funds sent or delivered directly to BOB or to a Payment Solution Provider.

4.15 BOB shall credit BOB's account with all funds received by BOB from or on behalf of the account holder or owed by BOB to the account holder.

4.16 Method of payment / withdrawal to / from BOB account

4.16.1 An account holder is only authorized to:

a. makes deposits to your BOB account with your personal card or through your personal account created with one of the financial institutions or their licensees;

b. request withdrawals of funds held in your BOB account to your personal account created with one of the financial institutions or their licensees.

4.16.2 The account holder is responsible for providing BOB with the correct details of his/her personal account for the purposes of withdrawals from his/her BOB account

4.16.3 An account holder must not allow third parties to use his/her BOB account to make deposits or withdrawals from his/her BOB account.

4.16.4 It is the sole responsibility of the account holder to ensure that they comply with the above provisions.

4.16.5 BOB will not accept a bet from an account holder unless a BOB account has been established in the account holder's name and there are adequate funds in the BOB account to cover the value of the bet, or funds required to cover the value of the bets are provided in an approved manner.

4.16.6 BOB shall not deal with the credit balance of a BOB account except:

a. To debit from the BOB account a bet placed by the account holder or an amount that the account holder indicates he wishes to bet in the course of a game he is playing or about to play.

b. To remit funds to the credit of the BOB Account to the Account Holder, at the Account Holder's request.

c. Pay reasonable bank charges for deposits received and withdrawals of funds.

d. As otherwise authorized by the Remote Gaming Regulations.

4.16.7 The balance of a BOB account can be corrected. If BOB credits your account with amounts that do not belong to you, whether due to technical, human or other error, the company reserves the right to make any necessary correction to adjust the balance.

4.16.8 An account holder's participation in the services in a jurisdiction where such participation is prohibited by law shall not affect any participations or payments made and accrued for the benefit of BOB.

4.16.9 BOB, the Regulator or any Governmental Authority may monitor or request the review of all transactions to prevent money laundering. All suspicious transactions detected by BOB will be reported to the Governmental Authorities.

4.16.10 It is the sole responsibility of the account holder to pay and carry out all necessary due diligence in relation to taxes on any prize, if applicable.

4.16.11 Withdrawals will be made to your bank account or other withdrawal methods available to be chosen on the site and/or chosen by BOB. Withdrawals must be made using the same method you used to deposit previously, if the method allows this, otherwise BOB may define an alternative withdrawal method, provided it is available and valid.

4.16.12 It will not be possible to withdraw funds marked as "Bonus Balance" or pending in an incomplete game round.

4.16.13 The BOB verification team carries out verification procedures and reserves the right to carry out such verification procedures also in the event of withdrawals or security checks, if necessary. These checks may include, for example, a copy of the national identity card, passport, bank statement, personal account card number, copy of the CPF (Cadastro de Pessoa Física), proof of residence and/or self-portraits (selfies).

4.16.14 All transactions must also be verified for anti-money laundering purposes. If the player becomes aware of any suspicious activity relating to any of the games on the Website, the player must report this to the company immediately. BOB may suspend, block or close an account and withhold funds if requested, provided that it does so in compliance with the Anti-Money Laundering Regulations.

4.16.15 The customer expressly declares and guarantees that all funds deposited and used to participate in the BOB site come from legitimate sources and that they are not part of

any fraudulent activity, money laundering or activities considered illegal by law such as terrorist financing.

Under the terms of the legislation in force and regulations that may at any time be issued by the license on the prevention of money laundering and terrorist financing, BOB reserves the right to take all the necessary steps to ensure proper compliance.

4.16.16 The timeframe for a withdrawal to be processed may vary due to different circumstances, but it must be approved or denied within a maximum of three (3) days. The player will be informed of the reasons for any delay if the time for the amount to reach the player's account exceeds ten (10) working days.

4.16.17 If you decide to withdraw an amount of R\$80,000.00 or more over a period of 30 days or less, we reserve the right, if necessary, to pay out your winnings in equal weekly instalments over a maximum period of 4 weeks. In the case of withdrawals of more than R\$200,000.00 over a period of 30 days or less, payments may be made in equal weekly instalments over up to 8 weeks, which will be informed to your schedule within 3 (three) working days of the withdrawal request.

4.16.18 Customers should not consider BOB as a banking institution, nor should they expect any interest payments from the company.

4.16.19 As soon as a customer reaches R\$2,000 in earnings, we will ask for ID and proof of address to fulfil the KYC process

4.16.20 Before requesting a withdrawal, the BOB account holder must wager at least once the full amount of their deposit on bets with a minimum 1.35 odds.

5. Safety rules

5.1 BOB maintains strict confidentiality regarding all relations with the account holder, in accordance with the privacy policy. However, if required by the Government Authority, a judge or, where required by law, another public authority, and/or in the event that an account holder violates BOB's rules, the data may be disclosed to a third party for investigative purposes.

5.2 The account holder receives a personal account number. The account holder chooses a password and a username. It is the account holder's responsibility not to share this information. If the account holder has reason to believe that others have become aware of this information, the account holder should contact BOB customer support immediately and a new password will be issued. If the account holder loses, forgets, misplaces or shares with third parties his/her username and/or password, or is otherwise unable to log

in to the Website or any service for any reason other than BOB's error, BOB shall not be liable and shall not be held responsible for any claim relating to such BOB account.

5.3 All telephone communications between account holders and BOB are recorded for security and training purposes and/or compliance with accounting and finance regulations.

5.4 All electronic communications between the account holder and BOB are kept on record for compliance with accounting and finance regulations.

5.5 Card deposits may, from time to time, be partially and/or totally refused, subject to certain security systems managed in collaboration with a Payment Solution Provider and/or a Financial Institution. These security measures may refuse cards which are legitimate, but which may nevertheless not be possible to process at a given time. BOB staff do not control these systems, nor do they have any knowledge of the reasons for refusing any deposits.

5.6 BOB may request documents to verify the card user's identity and/or authorization to use a specific card and/or other facts and information provided by the account holder before expediting deposits and/or withdrawals.

5.7 It is illegal to use and/or abuse an error or instance of incompleteness on the Website, and/or in the Customer Application, and/or in any software and/or services provided on the Website. In the event that the account holder detects or becomes aware of such an error or incompleteness, they must:

- a. refrain from taking any advantage of it.
- b. keeps any such error or incompleteness strictly confidential.
- c. upon detecting or becoming aware of such an error or incompleteness, notify BOB by sending an e-mail to suporte@vaidebob.com.

Without prejudice to other remedies available under the law or equity, if the account holder with proven intent does not comply with this clause, BOB:

- a. shall be entitled to full compensation for all costs that may be associated with the error or incompleteness, and damages resulting from the breach of this clause by the account holder.
- b. reserves the right to, inter alia, but not limited to, block the account holder's BOB account and/or freeze or subtract all or part of the account balance

BOB without prior notice, in order to cover part or all of the damage suffered or expected to be suffered by BOB.

5.8 The identity of an account holder will be determined on the basis of all or a combination of information, such as name, mailing address, e-mail address, credit/debit card number and any other type of identification that may be required and only used and/or provided under the terms of the relevant legislation.

5.9 BOB must not carry out any unauthorized activity on the account holder's computer system.

6. Disclaimer

6.1 The BOB Rules have been written in Portuguese. Translations into other languages are made as a service and in good faith. In the event of a discrepancy between the Portuguese version and a translation, the Portuguese version shall prevail.

6.2 The account holder is advised to comply with the applicable legislation in the jurisdiction in which he/she is domiciled and/or resident. BOB does not advise the account holder in relation to tax and/or legal matters. Should the account holder wish to obtain advice on tax and legal matters, he/she is advised to contact the advisors and/or competent authorities in the jurisdiction in which he/she is domiciled and/or resident.

6.3 In the event that BOB is held liable in any way by a court and/or similar authority with legal competence and/or jurisdiction over BOB, BOB's liability is limited to the amount of the bet or the net winnings of the account holder, whichever is the lesser. Alternatively, where relevant and applicable, the amount recorded on BOB's account or the amount transferred into or out of BOB's account, whichever is the lesser.

6.4 BOB is not affiliated or connected with sports teams, event organizers or players displayed on its websites, and does not claim any intellectual property rights relating to their name and image, which are used strictly to provide the services.

6.5 BOB makes no representation or warranty, express or implied, as to the Account Holder's legal rights to participate in the Services, nor does any BOB employee, licensee, distributor, wholesaler, affiliate, subsidiary, advertising, promotion or other agency, media partner, agent or retailer have the authority to make any such representation or warranty. The account holder must not use the services, open, use or re-use a BOB account, enter the site, or accept any prize if the account holder does not fully understand, agree to, wish to become a party to and comply with, without exception, all BOB rules contained herein, as the same may be amended from time to time.

6.6 BOB does not recognize or accept any liability for damages and/or losses to an account holder and/or third parties caused directly and/or indirectly due to the account holder:

a. makes deposits to your BOB account via a card or third party account;

- b. request withdrawals from your BOB account to a third-party account.
- c. provides incorrect personal account details for the purposes of withdrawals from your BOB account.
- d. allowing third parties to use your BOB account to make deposits or withdrawals from your BOB account.

6.7 The account holder must take all appropriate measures to protect the data and/or software stored on his/her computer against all damage of any kind or intrusion.

6.8 The connection to the website and the participation of the account holder in any service is the responsibility of the account holder.

6.9 BOB does not recognize or accept any liability for damages and/or losses to an account holder and/or third parties caused directly and/or indirectly due to:

- a. Software and/or site errors, that the site and/or games are accessible without interruption, transaction errors, technical failure or hazard, registration error, cancellation of games for any reason, force majeure and/or any other similar event. The site and games are provided without express or implied warranty.
- b. Violation of BOB rules.
- c. Collusion and/or criminal actions.
- d. Failure of BOB's central computer system or any part thereof; delays, losses, errors or omissions resulting from failure of any telecommunication or any other data transmission system; and/or
- e. Risk and financial loss, including but not limited to variations in exchange rates.

6.10 The account holder understands that the services offered on the website are for entertainment purposes only. The account holder is not obliged to use the services, and such participation, if selected by the account holder, is at the account holder's own discretion and risk. The account holder enters the site for their personal entertainment only. Any other entry, access, use or re-use of the services and/or the site by the account holder/player is unrelated to the object of the service offered by BOB.

6.11 All information displayed on our website (including but not limited to scores, results, event times, statistics, editorial text, etc.) is provided for information purposes only and is not intended to constitute professional advice of any kind. Neither BOB nor any of its independent suppliers is responsible for any information errors, incompleteness,

inaccuracy or delays, or for any measures taken on the basis of the information contained herein.

BOB All prizes won through competitions, promotions and/or tournaments organized by BOB will be sent within an estimated and non-guaranteed period of six weeks from the end of the competition, promotion or tournament.

6.13 In the event that the Account Holder's participation in the Services is interrupted by a failure of the Account Holder's telecommunications system or computer system, preventing the Account Holder from continuing to use the Services after they have placed a bet, BOB shall take all reasonable steps to ensure that its approved computer system allows the Account Holder to resume, after restoration of the system, the Account Holder's participation in the Services at the time immediately prior to the interruption. If BOB's system does not allow the account holder to do so, BOB shall:

- a. Ensure that the game is closed.
- b. Return the amount of the bet to the account holder in their BOB account.

6.14 If a service fails after commencement due to a failure on the part of BOB's computer operating system, BOB shall:

- a. Return the amount wagered on the service, and if the account holder has an accumulated credit at the time the service is incorrect, credit the monetary value of the credit to the account holder's BOB account or, if said account no longer exists, pay it to the account holder in an approved manner.
- b. Immediately inform the regulator of the circumstances of the incident.
- c. Refrain from conducting another service if the service is likely to be affected by the same fault.

6.15 Participation in the services implies knowledge and acceptance of the limits of the Internet, in particular:

- a. technical capacity, response time to enquiry, questioning or transfer of information, risk of interruption and, in general, risks inherent in any connection and transmission failure.
- b. Failure to protect data.
- c. Risks of contamination by potential viruses circulating on the web.

Therefore, without prejudice to other clauses of this disclaimer section, BOB shall not be liable for (including but not limited to):

- a. Transmission and/or reception of any data and/or information on the Internet.
- b. Any network malfunction that prevents the smooth running of any game.
- c. Failure of any reception equipment or communication circuit.
- d. Loss of any data.
- e. Any damage caused by a virus, computer bug or technical fault.
- f. Any damage caused to the player's material, including hardware and software.
- g. Any failure that prevents or limits participation in a game, or a failure that damages the account holder's system, including its hardware and software.

6.16 Game material (obtained electronically or by other means) is automatically invalid if it is falsified, forged, altered or tampered with in any way, or if it is illegible, reproduced mechanically or electronically, obtained outside of legitimate authorized channels, or if it contains printing, production, typographical, mechanical, electronic or any other errors.

6.17 BOB cannot be held responsible for any correspondence, requests, prize claims or entries whose deadlines are missed, delayed, illegible, incomplete, damaged, misdirected or postmarked.

6.18 BOB's liability for any error or malfunction included in the Games is limited to replacement. BOB shall not be liable for the malfunction of the playback device or for attempts by the account holder to use the services by methods, means or ways not intended by BOB.

6.19 The Account Holder shall hold BOB, its employees, officers, directors, licensors, distributors, wholesalers, affiliates, subsidiaries, advertising, promotion or other agencies, media partners, agents and retailers harmless and shall fully indemnify them from any and all costs, expenses, liabilities and damages that may arise as a result of the Account Holder:

- a. Entering, using or re-using the site.
- b. Use of any material on the site.
- c. Entry, use or re-use of the servers used to provide the services.
- d. Entry, use or re-use of a client application.
- e. Participation in games, chat features and services; or
- f. The acceptance of any prize.

6.20 Under no circumstances, including but not limited to negligence, shall BOB, its software and client application, software suppliers, subsidiary companies or affiliates be liable for any direct, indirect, incidental, special or consequential damages resulting from the use of or inability to use BOB's or its suppliers' products, client application and/or materials. The account holder specifically acknowledges and agrees that BOB is not liable for any defamatory, offensive or illegal conduct of any account holder. If the account holder is dissatisfied with any service, or with any of these BOB rules, the account holder's sole and exclusive remedy is to discontinue using the services.

6.21 The account holder understands, recognizes and accepts that any similarity of names, circumstances or conditions used, represented, described or suggested in the games operated on the website with reality is purely coincidental and unintentional.

6.22 The account holder understands that BOB reserves the right to alter or remove any of its services at any time and that it will do so by means of information entered on its own website and respecting the limits of the relevant legislation.

6.23 The account holder shall review the BOB rules as posted on the website on a regular basis, and no less than once a month.

7. Bonus rules

7.1 General

7.1.1 BOB regularly organizes bonus campaigns for the different gaming products offered. The terms and conditions of the bonus system will be defined in the bonus terms and conditions set for each bonus campaign. Bonuses may be subject to an obligation to wager them a certain number of times ("Turnover") before they can be withdrawn. If a bonus is subject to a ("Turnover") requirement, the winnings generated by wagering the bonus can only be withdrawn when the ("Turnover") requirement is fulfilled. General bonus rules can be found here.

7.1.2 An account holder is only eligible for one bonus per account, which means no more than one bonus per user, IP address, computer device, family, home address, telephone number, credit or debit card and/or electronic payment account, e-mail address and environments where computers are shared (university, fraternity, school, public library, workplace, etc.).

7.1.3 BOB reserves the right to offer a specific bonus to a specific customer or group of customers.

7.2 Sports betting.

7.2.1 The general rules for sports betting can be found here.

7.3 Bonus abuse

7.3.1 "Bonus abuse" includes, but is not limited to:

- a. Breach of the terms and conditions of a bonus, free bet or any other promotional offer;
- b. Opening multiple accounts to claim multiple bonuses;

7.3.2 Where there is a reasonable suspicion that the account holder has committed or attempted to commit a bonus abuse, either on their own or as part of a group, BOB reserves the right to:

- Forfeit the bonus allocated to the account holder and any winnings from that bonus, and/or
- Revoke, deny or withdraw an account holder's bonus offer and/or
- Block access to specific products and/or
- Exclude the account holder from any future promotional offers and/or
- Close the account of the account holder with immediate effect.

7.3.3 Where there is reasonable suspicion that a series of bets have been placed by a customer or group of customers which, due to a bonus, free bet or any other promotional offer, result in guaranteed profits for the customer regardless of the outcome, BOB reserves the right to reclaim the bonus and, at its absolute discretion, settle the bets at the correct odds, void the free bets and/or void any bet funded by the bonus or bonus winnings.

8. Live Chat functionality rules

8.1 Some games provide the account holder with a free live chat feature to communicate with the dealer or other players in collective table conversations. Rules are applied to ensure that a pleasant atmosphere is preserved on the network, that no fraudulent activity is facilitated and that players feel part of the community. The account holder must not use the chat functionality for collusion purposes. Private chats between players are prohibited.

8.2 Under no circumstances shall BOB be liable to any account holder using the chat functionality for any damage arising from the conduct of other account holders.

8.3 The account holder shall indemnify and hold BOB harmless from any damages arising from the account holder's illegal, unlawful or improper conduct or arising from the account holder's violation of these chat rules.

8.4 The chat functionality is moderated or monitored by the software provider and/or BOB, either automatically or by human means. All chats

are recorded and will be stored for a reasonable period of time. In the event of a violation or suspected violation of the chat functionality rules, the moderator will warn the account holder. If the account holder does not change their behavior, they may be excluded from the chat room. An account holder can also be deleted with immediate effect without prior warning. In the event of multiple exclusions from the chat room, the game provider may, at its own discretion, decide to exclude the account holder from the chat room indefinitely. Any suspicious chat will be reported to the government authorities.

8.5 The account holder must respect the following rules of behavior and it is strongly recommended that:

- a. Use the live chat feature in good faith.
- b. Do not infringe or attempt to infringe on the privacy or rights of other players.
- c. Do not harass or cause distress or inconvenience to any other player.
- d. Do not transmit obscene or offensive content.
- e. Don't interrupt the normal flow of dialogue.
- f. Do not use any indecent or foul language or make vulgar or threatening statements.
- g. Create a tasteful username - BOB or the game provider reserves the right to change the username if this rule is not respected.
- h. Don't argue or fight with other players.
- i. Exchanges with other players must not contain any illegal content, including: (i) pornography or sexually explicit content; (ii) incitement to hatred of any kind, notably on the basis of race, ethnicity, gender, religion or sexuality; (iii) derogatory terms about illness or disability; (iv) promotion, encouragement or facilitation of anti-social behavior; (v) discrimination or encouragement of discrimination against any social group or exploitation of vulnerable sectors of society; (vi) gratuitous violence or the promotion, encouragement or facilitation of violence, terrorism or other activities that pose a threat to national security; (vii) the promotion, encouragement or facilitation of illegal activities; (viii) misleading representations or defamation; (ix) the promotion of tobacco, alcohol and drugs; (x) the promotion of the tobacco or arms industry; (xi) any content that is potentially harmful to BOB.
- j. Do not advertise or promote third party sites or activities, even forums.

- k. Don't assume a false identity.
- l. Do not give out or ask for personal details.
- m. Respect and be courteous and friendly to all chat participants and moderators.
- n. Do not spam the live chat feature.
- o. Do not try to influence the actions of other players and therefore the outcome of the game through intimidation, abuse or revealing the strength of your hand in a game.
- p. Interact with the other players in the language of the table. On shared network tables, the language is English.

8.6 The chat functionality rules apply to the chat functionalities of all games and services provided to the account holder, as well as to any other tool where the account holder can interact with other users of the site. The chat functionality rules may be supplemented by certain terms and conditions attached to the games or services or may be amended from time to time.

9. Bets

9.1 The use of this Sportsbook is subject to the regulations imposed by the Regulator.

9.2 Any dispute relating in any way to the use of this Sportsbook should be sent by e-mail to suporte@vaidebob.com.

9.3 BOB is a member of IBIA (International Betting Integrity Association) as well as EGBA (European Gaming and Betting Association).

9.4 BOB reserves the right to make changes to the website, betting limits, payout limits and offers.

9.5 A bet can and will be declared void in the event of mandatory compliance with applicable law or force majeure.

9.6 The maximum amount to be received as a return on a sports bet is 100,000.00 BRL.

10. Virtual sports

10.1 The Virtual Sports product is provided to BOB by Sportsradar AG ("Betradar"). Betradar operates the Virtual Sports software via its Remote Gaming Server under specific terms and conditions.

11. Casino - Games - Live Casino

11.1 Games Providers - Games and Live Casino are provided by the following games providers (the "Games Providers"):

11.2 The Live Casino is provided to BOB by the following game providers: BetGames, Evolution, Fazi, LiveGames, Pragmatic Play, VivoGaming, XProGaming.

12. Casino - Games - Casino

12.1 Games Providers - Games and Casino are provided by the following games providers (the "Games Providers"):

12.2 Casino and Gaming products are provided to BOB by the following game suppliers (as indicated in each game): Belatra, Betsoft Gaming, Booming Games, Concept Gaming, Evolution, Evoplay Entertainment, Fazi, GameArt, GMW, Golden Race, Habanero, KA Gaming, LiveGames, Netent, Nucleus Gaming, Ortiz Gaming, Platipus, Playson, Red Rake, Spadegaming, Spinomenal, Spribe, Tom Horn, Vibra Gaming, Wazdan, WeAreCasino.

12.3 BOB is authorized by the Gaming Providers to represent, promote and market the Casino, Live Casino and Games services.

12.4 BOB receives, holds and pays funds in respect of an Account Holder for the purposes of transactions and settlements with the Casino, Live Casino and Games.

12.5 BOB is not responsible for any dispute relating to the intellectual property rights associated with the Casino, Games and/or Live Casino.

12.6 BOB accepts and acknowledges responsibility for transactions conducted to, from and/or with the Casino, Live Casino and Games exclusively for funds received, held and/or paid to and/or from a BOB Account in conjunction with agreements with the Gaming Providers.

12.7 The casino and games can be played free of charge or for a fee. As a result, the account holder understands and recognizes that no purchase is necessary or required to play casino games and products. In order to play for money, an individual must register and become an account holder.

12.8 BOB and BOB's employees, licensees, distributors, wholesalers, subsidiaries, agents, retailers and members of their respective immediate families are not eligible to participate in the Casino, Live Casino and Games.

12.9 Each supplier has specific terms and conditions.

13. Complaints and disputes

13.1 Any claim relating to a transaction in conjunction with a BOB account must be made to BOB within six months of the transaction from when payment and/or settlement took place, or should have taken place; otherwise, BOB reserves the right not to consider the claim.

13.2 If an account holder wishes to lodge a complaint, they should do so with BOB customer support using the contact details on the "Help" page on the website. The parties shall endeavor to reach an amicable settlement within a reasonable time. BOB will endeavor to respond promptly to all complaints and within a maximum of 10 days from the date on which an account holder provides all the information required to open a complaint. When the nature of the complaint is such that more time is needed to analyze it, BOB will have the option to extend it by a further 10 days, in which case the account holder will be informed.

13.3 The complaint must contain clear and unambiguous information about the identity of the account holder and must provide all the relevant data that gave rise to the complaint.

13.4 Any legal claim or dispute arising out of or in connection with the contract shall be settled in accordance with the Applicable Law of the Place of Contract.

13.5 If a dispute arises between BOB and the account holder, BOB will make a detailed record of the transaction accessible to the account holder. This information will also be made available to legitimate third parties (e.g. a judge or court) if BOB deems it necessary or if it is required by a legitimate authority.

13.6 If you have exhausted all available means of complaint and the result is still not satisfactory, you can also lodge a complaint with the Regulator by [clicking here](#).