

Evelnex B.V.

**Responsible Gambling
Policy**

Version 2.0

1. Policy Statement

This policy details Evelnex B.V.'s commitment to fostering a safe, transparent, and responsible gaming environment. It outlines the measures we implement to protect players, prevent problem gambling, and promote responsible behavior, all in accordance with Curaçao Gaming Authority (CGA) guidelines and international best practices.

This document consists of two parts:

- **Part 1 (Internal Guidelines):** This section, which outlines the company's internal procedures, standards, and operational measures to enforce responsible gambling.
- **Part 2 (Player-Facing Information):** This section, which serves as the basis for the public-facing content available to all players on our websites.

Part 1: Internal Responsible Gambling Policy

2. Player Protection and Accessibility

Responsible Gambling (RG) information and tools will be clearly accessible on our homepage and throughout our websites. This includes tools for self-assessment, deposit limits, session reminders, cooling-off periods, and self-exclusion.

All RG tools and support resources (e.g., GamCare, Gamblers Anonymous) will be provided in English and other relevant market languages.

3. Age Verification

The company enforces strict age verification at registration, using government-issued IDs, date of birth validation, and secondary checks when necessary. Underage gambling is strictly prohibited and actively monitored.

We recommend parental control tools to guardians (e.g., Net Nanny, GamBlock, CyberSitter). Detailed age verification procedures are documented in the company's AML Policy.

4. Self-Assessment and Behaviour Tracking

Players will have access to self-assessment tools (e.g., GA 20-question quiz, CAGE questionnaire). We actively monitor player activity, including deposit patterns, session durations, and betting behavior, using a combination of AI tools and trained staff to identify potential signs of gambling-related harm.

Monitored risk indicators include, but are not limited to:

- Frequent changes to deposit limits
- Reversed withdrawals
- Unrealistic wagering activity

All concerning behavior is documented and escalated according to procedure.

5. Player Interventions and Staff Training

All relevant staff, particularly in customer support and compliance, are trained to recognize problem gambling indicators and conduct sensitive, appropriate interventions.

Escalations are reviewed by the Compliance Officer. This responsibility will transfer to the Responsible Gaming Officer upon appointment. Interventions may range from communicating with the player to mandating limits, temporary suspension, or full exclusion.

6. Cooling-Off and Self-Exclusion

Players can activate **Cooling-Off periods** (e.g., 24h, 7d, 1m, 3m) or **Self-Exclusion** (e.g., 1y, 3y, 5y, 10y, lifetime) directly through their account, without staff intervention.

- These actions take effect **immediately**.
- They block all gameplay and remove the player from all marketing lists.
- All self-exclusions are recorded for a minimum of 7 years.
- Self-excluded accounts are deactivated and cannot be reopened before the specified term has expired.

7. Financial Limits and Reality Checks

Players can set daily, weekly, or monthly deposit limits.

- **Reductions** to a limit take effect **immediately**.
- **Increases** to a limit are subject to a **seven-day delay**.

Reality checks (session timers and activity summaries) are implemented with customizable reminders, which players must acknowledge to continue.

8. Marketing and Advertising Standards

All marketing and advertising must be socially responsible and must not:

- Target minors or vulnerable individuals.
- Promote gambling as a financial solution or a form of income.

All content must be age-gated and comply with relevant local media guidelines. Affiliates and influencers are contractually bound to uphold these standards. No promotional messages are sent to players during cooling-off or self-exclusion periods.

9. Regulatory Compliance and Reporting

All exclusion, limit, and risk events are documented in real-time. Reports are submitted to the CGA as required. Any violation (e.g., activity from a self-excluded player) will trigger a full investigation and a response report within five working days.

All changes to this policy are documented and submitted to the CGA as per Clause 12.1 of the LOK.

10. Responsible Gaming Oversight

The Compliance Officer is responsible for overseeing this policy, its implementation, and reporting annually to Executive Management. This role will transfer to the Responsible Gambling

Officer upon appointment. This policy is proactively updated based on player behavior trends, regulatory changes, and operational needs.

11. Version Control

This policy is a living document, subject to continuous improvement to ensure best practices. All changes are tracked in the version control table below and submitted to the CGA as required.

Version	Date	Approved By
2.0	November 5, 2025	

For Approval

Part 2: Player-Facing Responsible Gaming Page (Website Copy)

Responsible Gaming

Our Commitment to You

Your wellbeing is our top priority. Evelnex B.V. is committed to promoting responsible gaming as a core part of our customer care. We want you to have a safe, fun, and positive experience. While most people gamble for entertainment, we are aware of the potential social and financial risks associated with problem gambling.

Maintaining Control

Gambling should always be for entertainment, not a way to make money. To help you stay in control, please remember the following tips:

- Gamble moderately and for fun, not as a source of income.
- Avoid "chasing" your losses.
- Only gamble what you can comfortably afford to lose.
- Keep track of the time and money you spend gambling.
- If you need a break, use our "Cool-Off" or "Self-Exclusion" tools.

- If you have concerns, talk to someone.

Recognizing a Problem

If you are concerned that gambling is having a negative impact on your life, or the life of someone you know, ask yourself the following questions:

- Are you skipping work or college to gamble?
- Do you gamble to escape boredom or unhappiness?
- Do you gamble alone for long periods?
- Have others criticized your gambling?
- Have you lost interest in family, friends, or hobbies?
- Do you lie to cover up the amount of money or time you spend gambling?
- Have you lied, stolen, or borrowed to fund your gambling?
- Are you reluctant to spend "gambling money" on anything else?
- Do you gamble until you've lost all your money?
- After losing, do you feel you must try and win back your losses as soon as possible?
- Do arguments, frustrations, or disappointments make you want to gamble?
- Does gambling make you feel depressed or suicidal?

The more "yes" answers, the more likely it is that you may have a gambling problem. We strongly encourage you to speak with someone who can help.

Get Help

Help is available from these confidential, professional organizations:

- **GamCare:** The leading UK provider of advice and support for problem gambling.
 - Website: www.gamcare.org.uk
 - Confidential Helpline: 0845 6000 133
- **Gamblers Anonymous:** A fellowship of people who share their experience to solve their common problem and help others recover.
 - Website: www.gamblersanonymous.org.uk
- **Gambling Therapy:** Provides online support and counseling to anyone affected by gambling.
 - Website: www.gamblingtherapy.org

Parental Controls

If you share your computer with minors (anyone under 18), we recommend installing parental control software to prevent them from accessing gambling sites.

- Net Nanny (www.netnanny.com)

- GamBlock (www.gamblock.com)
- CyberSitter (www.cybersitter.com)