

Responsible Gaming Procedure

Legacy Eight Curacao N.V.

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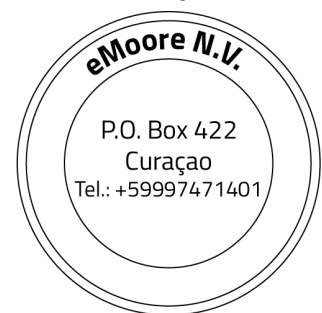


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1. Introduction and Policy Statement

The Company believes in a responsible attitude towards Gaming and has implemented measures detailed within this document to promote and ensure responsible Gaming. The Company believes that the industry, government and the community have a shared responsibility to help prevent the development of Gaming related problems, and to ensure that problem Gaming support services are available for those individuals requiring assistance.

For the majority of people, Gaming is a pleasurable leisure activity and an enjoyable form of entertainment. The Company acknowledges that for some people, Gaming can have a negative impact on their life and therefore the Company has developed this Responsible Gaming Procedure (hereafter: the '**Policy**') which outlines certain practices adopted by us when providing services to our customers.

As part of The Company's problem Gaming initiative all staff receive responsible Gaming training as part of the induction process and annually thereafter.

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. For the Company, Mr Lee Martinez is appointed as the designated Responsible Gaming officer.

2. Responsible Gaming

Responsible Gaming involves the conduct of Gaming in a manner where the potential for harm associated with Gaming is reduced.

The Company respects the rights of our customers to enjoy our services and to take responsibility for their own conduct, but also acknowledges the duty to our customers to provide them with appropriate information that may assist them to manage their Gaming.

The Company's aim is to ensure that customers make informed decisions about Gaming and that if the customer requires assistance, to facilitate access to Gaming help services.

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 scheduled 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, included in our terms and conditions, 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 Gaming support organisations;

We prioritize the protection of our players through the following measures:

- **Age Verification:** Players must be at least 18 years old to participate in any gaming activities. Age verification is done during the account registration process. In addition, any underage person that wants to visit our website is directed to our Responsible Gaming Page with the goal of educating the person on how to play responsibly and will not be allowed to navigate our site.
- **Self-Assessment Tools:** We provide self-assessment tools to help players evaluate their gaming behavior and identify potential risks. These tools are accessible via our website;
- **Behavior Tracking:** Our system monitors player behavior to detect signs of problem Gaming and intervene when necessary. This includes tracking deposit patterns, frequency of play, and time spent on gaming activities;
- **Deposit Limits:** Players can set daily, weekly, or monthly deposit limits to manage their spending.
- **Cool-Off Periods and Self-Exclusion:** Players can opt for temporary cool-off periods or self-exclusion to take a break from gaming. Self-exclusion can be set for periods ranging from six months to five years.

3. Problem Gaming

Problem Gaming occurs when there is a lack of control over Gaming, particularly the scope and frequency of Gaming and the amount of recreational time spent Gaming.

The negative impacts may include:

- Extreme financial losses relative to their sources of income;
- Adverse personal effect on the customer, his or her family and friends;
- Adverse effect on employers and work performance.

The Company's aim is to achieve equilibrium in the provision of Gaming services, taking into account those customers who enjoy our services and use them as a form of entertainment, the wellbeing of our customers who have an acknowledged Gaming problem, their families and the community at large.

4. Age verification

The Company does not allow anyone under 18 years of age to play on their website(s). Age verification is conducted in accordance with the AML guidelines of the CGA. In the unlikely event that an underage player does manage to play, all deposits will be returned to the customer regardless of win or loss. The account will be closed immediately.

5. Information Visibility

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

- Visible Links: Our homepage, in the footer, displays a link to our Responsible Gaming Page which includes our responsible gaming policy, tools, and contacts;
- Terms and Conditions: Clear references to our terms and conditions, which include the prohibition of underage Gaming along with access to our Responsible Gaming Policy. The terms and conditions are easily accessible through a link in our homepage and they are written in plain language
- Responsible Gaming Organizations: Links to organizations that offer support for Gaming addiction are available. These include local and international organizations, as per this policy.

6. Behavior tracking

The Company monitors customer activity to identify potential Gaming problems. Behaviour tracking will be done, amongst other elements, on the following factors:

- Deposit and wagering frequency;
- Repeated failed transactions due to insufficient funds;
- Reversing withdrawals;
- Inexplicable extended play sessions;
- Frequent changing to Responsible Gaming tools;
- Unreasonable increased communication with customer support;
- Attempts to open multiple accounts to bypass deposits or loss limits.

In version 1.2 of the Policy this will be further detailed as per the implementation schedule of the RG Policy CGA.

7. Self- Exclusion

Self-exclusion is recognised by the Gaming industry as a way for players to control their Gaming. The Company offers a self-exclusion facility to help those customers who feel that their Gaming is out of control and want our assistance to help them stop. The Company takes all reasonable steps to refuse service or to otherwise prevent the individual who has entered a self-exclusion agreement from participating in Gaming, which will be further detailed in version 1.1 of this Policy as per the implementation schedule of the RG Policy CGA.

8. Time-Out/ Cooling off periods

For players who wish to take a short break from Gaming the Company offers a time-out/cooling off facility. Players can set a time-out on their account through their account function or via live chat or e-mail for different timeframes, which will be further detailed in version 1.2 of this policy as per the implementation schedule of the RG Policy CGA.

During this time-out the player will have their account suspended and according to the client's indication the corresponding marketing material will not be sent.

9. Deposit Limits

In-line with the RG Policy CGA, the Company will offer the opportunity to set limits.

The player will have the possibility of setting Deposit Limits – Allows the player to limit the amount of money that can be deposited within a set timeframe; usually daily, weekly or

monthly. This will be further detailed in version 1.2 of this policy as per the implementation schedule of the RG Policy CGA.

10. Reality Checks

Players shall be able to receive and see on the screen a reality check within a Gaming session.

A reality check notifications offers the player the option to exit the Gaming session e.g. log out.

This will be further detailed in version 1.3 of this Policy as per the implementation schedule of the RG Policy CGA.

11. Player Protection Measures

In order to prevent and combat problem Gaming we provide, through our Responsible Gaming page, a number of measures to assist our players including:

11.1 Independent Organizations

The website of the Company will displays the direct links to:

<https://Gamingtherapy.org/information/where-can-i-get-help/>

and /or

<https://www.gamcare.org.uk/self-help/links-to-other-support-agencies/international-support-contacts/>

and/or

<https://www.gambleaware.org>

as well as to specific names of organizations offering treatment options in case these are available in the target market of the Company on the Responsible Gaming Page of the company.. The link to the Responsible Gaming Page will be readily available on the footer of the website.

11.2 Problem Gambling Self-Assessment

The Responsible Gaming page on the website will contain information that any player can assess to help them identify any potential problem Gambling behavior. The Responsible Gaming page shall contain a simple checklist that anyone who thinks they have a problem Gaming can work through and get an insight into whether they do have a problem, which will be further detailed in version 1.3 of this policy as per the implementation schedule of the RG Policy CGA.

11.3 Gaming History

A registered can request a statement by contacting the customer support team.

11.4 Language

All problem Gaming material and content is available in English language only as well as the language of the target market(s). Procedures remain the same irrespective of language.

11.5 Duplicate Accounts

The company will take measures in order to prevent players from opening duplicate accounts on the Website, which measures will be further detailed in version 1.3 in accordance to the implementation schedule of the Responsible Gaming policy CGA.

12. Advertising and Promotions

The Company makes sure that advertising or promotions comply with all applicable laws associated to the advertising and promotion of Gaming 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 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.

Any player who is currently under a period of cooling off due to problem gambling, shall be removed from all marketing for the verticals and brands selected.

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.

13. Internal evaluation

The Company understands that evaluation of customer interactions is important to understand the impact they have had and to help ensure customers are getting the right help and support.

The findings of the customer interaction evaluations are to be reported to the management of the Company.

This Policy and the Company's approach to customer interaction can then be amended using the findings from the evaluation.

14. Training

Mechanisms are established to ensure that appropriate and ongoing responsible Gaming training is provided to all staff. All staff are provided with induction training on responsible Gaming and annually thereafter.

To ensure best practice, ad-hoc training may also be provided to employees to discuss findings following evaluations. Further details on this topic will be implemented in version 1.3 in line with the implementation schedule of RG Policy CGA.