

RESPONSIBLE GAMING POLICY

Slotszer
Slotszer.com

PLAYVISION GROUP B.V.

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INTRODUCTION

Playvision Group B.V., a company duly licensed and authorised by the Curacao eGaming Authority (the 'Company'), is adamant to promote gambling responsibly, whilst providing an entertainable environment. The well-being of its customers is crucial for the Company, thus it is important that the customers not only enjoy themselves whilst playing on its platform, but that they are able to do so responsibly, without any detriment to their existence or of others. Therefore, the Company as part of its objectives, will put in place mechanisms to promote responsible gaming and provide support, tools and resources where needed to its customers.

What is Responsible Gaming?

Responsible gaming refers to practices and policies aimed at ensuring that gambling remains a form of entertainment and does not cause harm to individuals, families and society. It involves promoting safe and enjoyable gambling experiences while minimizing the negative consequences associated with excessive or problematic gambling behaviour.

Key aspects of responsible gaming include:

- i. **Awareness and Education:** providing information to players about the risks associated with gambling, including addiction, financial problems, and emotional distress. Education helps individuals make informed decisions about their gambling activities.
- ii. **Prevention and Harm Reduction:** Implementing measures to prevent problem gambling and minimize its harmful effects. This may include setting limits on time and money spent gambling, self-exclusion programs, and access to support services for those who need help.
- iii. **Player Protection:** Ensuring that gambling operators adhere to regulations and ethical standards to protect players from unfair practices and exploitation. This can involve measures such as age verification, responsible advertising and fair gaming prices.
- iv. **Industry Responsibility:** Encouraging gambling operators to adopt responsible gaming practices and contribute to initiatives that promote responsible gambling within the industry. This may include funding research, supporting community programs, and collaborating with regulators and advocacy groups.

Overall, responsible gaming aims to strike a balance between the enjoyment of gambling as a leisure activity and the protection of individuals and communities from the potential harms associated with excessive or addictive behaviour.

Education and Awareness

Education and awareness are crucial components of promoting responsible gaming. Educational measures will educate players about the risks associated with gambling, including addiction, financial problems, and the potential of negative impacts on mental health and relationships.

Public Awareness Campaigns

The Company will voluntarily be part of any public awareness campaigns, run by governments, gambling regulators and industry stakeholders. These campaigns can include advertisements, posters and online content that highlight the risks of excessive gambling and provide resources for those who need help.

Employee Training

The Company employees shall receive ongoing training on responsible gaming practices. Through the training, employees can learn how to identify problem gambling behaviour, provide assistance to patrons who may need help, and direct them to support services.

Employees will have such training on a need be basis. Nonetheless such training must be held at least once a year to update the employees on legislations and regulations that govern responsible gaming and to understand the importance of responsible gaming.

The training will take the form of online presentations, which need to be reviewed and understood. The employees will thereafter be assessed through a multiple-choice questionnaire to quantify the understanding of each employee. A certificate will be awarded to each employee certifying attendance.

Online Resources

The Company through its platform will provide accessible online resources such as websites and mobile apps which can offer information and support for responsible gaming. These resources will include:

- Self Assessment Tools
- Tips for Responsible Gambling
- Links to support organisations

i. Self-Assessment Tools

Self-assessment tools for responsible gambling are essential for individuals to evaluate their gambling behaviours and identify potential issues. These tools aim to help users understand their gambling habits, recognize any signs of problematic gambling, and provide resources for seeking help if needed. The Company will be using the **Gambling Disorder Screening Tool (GAST)** as a self-assessment tool. GAST is a widely used tool designed to identify symptoms of gambling disorder. It includes questions about gambling habits, thoughts and consequences. Based on the responses, individuals can determine whether they might have a gambling problem and need further evaluation or assistance.

This test will be used as part of the onboarding procedures in order for the customer to understand the situation and be capable to assess it. The test will provide the customers with insights reflecting on their gambling behaviours and take appropriate actions to maintain control and seek help if needed.

ii. Tips for Responsible Gambling

The Company believes that gambling should be fun and free of harm and only done for entertainment purposes. The Company on its platform advises its customers that is very important to understand that gambling should never be viewed as a source of any kind of income or recipe to pay off any debts. The Company recommends to its customers to keep track of playing time and spending.

Furthermore, the Company on its platforms provides tips for its customers which lead to responsible gambling:

- a. **Set a Budget:** Decide how much money you can afford to lose before you start gambling and stick to it. Treat it as entertainment expense, not as a way to make money.
- b. **Set Limits:** Set limits on how much time and money you will spend gambling in a single session to further losses and potentially harmful behaviour.
- c. **Don't Chase Losses:** if you lose money, don't try to win it back by gambling more. This can lead to further losses and potentially harmful behaviour.
- d. **Take Breaks:** Take regular breaks from gambling to give yourself time to assess your spending and how you're feeling. It can also help you avoid getting caught up in the excitement and making impulsive decisions.
- e. **Understand the Odds:** Know the odds of the games you're playing and understand that the house always has an edge. Gambling should be seen as an entertainment rather than a way to make money.
- f. **Avoid Gambling When Emotional:** Avoid gambling when you're feeling stressed, depressed or under the influences of drugs or alcohol. These factors can impair judgment and lead to reckless behaviour.
- g. **Balance Gambling with Other Activities:** Make sure gambling is just one of many activities in your life. Maintaining a balanced lifestyle can help prevent gambling from becoming too dominant.
- h. **Seek Support if Needed:** if you find it difficult to control your gambling or its causing problems in your life, seek help from support groups, counselling services or helplines. There are many resources available for those struggling with gambling addiction.
- i. **Keep Perspective:** Remember that gambling is just a form of entertainment and not a solution to financial problems. If you're using gambling to escape from other issues, it's important to address those underlying problems directly.

- j. **Be Honest with Yourself:** Regularly assess your gambling habits and be honest with yourself about whether it's still enjoyable and within your control. If you find yourself constantly chasing losses or unable to stop, it may be time to seek help.

By following these tips, the customer can enjoy gambling in a responsible manner while minimizing the risks associated with it.

iii. Links to Support Organisations

The Company offers through its customer support a direct support to any customer who seeks assistance in relation to gambling issues. Also, the Company, on its platform, provides information to customers who wish to seek help from professional who deal with gambling problems such as:

- a. **Gamblers Anonymous (GA):** GA offers support groups for individuals struggling with gambling addiction, including online gambling. They provide resources, support and community for those seeking to overcome their addiction ([Gamblers Anonymous](#))
- b. **GamCare:** GamCare is a leading provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. They offer various resources specifically tailored to online gambling ([GamCare - The leading provider of support for anyone affected by problem gambling in Great Britain](#))
- c. **Gambling Therapy:** This organisation provides online support and counselling services for individuals and families affected by problem gambling. They offer live chat, forums and other resources specifically geared towards online gambling issues ([Gambling Therapy - Practical advice and support for problem gambling](#))

These organisations offer a range of support services and resources to help individuals dealing with gambling addiction or those who are concerned about their gambling habits.

Age Verification

Age verification is a critical procedure in the onboarding of customers, in order to ensure that players are of legal gambling age. The following, outlines the age verification process used by the Company's platform:

i. Registration:

When a user signs up for an account with Slotszer.com, they provide basic personal information such as name, date of birth, address and contact details.

ii. Age Declaration:

During the registration process, users will have to confirm that they are of legal gambling age (usually 18 or 21, depending on the jurisdiction) by agreeing to a statement.

iii. Document Verification:

After registration, the users will require to verify their age by providing identification documents. The identification documents which are accepted are government-issued IDs, passports or driver's licences.

iv. Age Confirmation:

The users will be asked to confirm their age through additional means such as submitted a scanned copy of their ID and taking a selfie of themselves with the identification document.

v. Ongoing Monitoring:

The platform is continuously monitored to ensure that the age verification procedures comply with relevant laws and regulations in the jurisdictions where they operate.

With the implementation of these procedures the Company ensures that only individuals of legal gambling age are able to access its services, promoting responsible gambling practices and compliance with regulatory requirements.

Self-Exclusion

Self-Exclusion is a useful tool for individuals struggling with problem gambling. Here under the Company is listing the possible ways to conduct self-exclusion:

i. Voluntary Self-Exclusion Programs:

The Company's platform offers voluntary self-exclusion programs where individuals can voluntarily ban themselves from participating in gambling activities for a certain period, typically ranging from six (6) months to several years.

ii. Self-Exclusion Registers:

The Company shall maintain self-exclusion registers where individuals can register themselves to be excluded from multiple gambling websites.

iii. Third-Party Exclusion:

In some cases, individuals can request a third party, such as family member or friend, to help them with self-exclusion. The third party may assist in managing finances or ensuring that the individual does not engage in gambling activities.

iv. Financials Restrictions:

Setting a financial limit on the gambling accounts can help control spending on gambling activities. The limit can be set on a daily, weekly, or monthly deposit limits.

v. Seeking Professional Help:

In addition to self-exclusion measures, the Company offers information on seeking support from trained professionals, providing information on various associations which can assist individuals with gambling issues.

vi. Contacting Customer Support

Individuals will also be able to contact the Company's customer support in order to suspend either temporarily or permanently their account on the platform, as a form of self-exclusion.

Limits and Controls

Offering tools for players to set limits on their deposits, wagers, losses, or time spent gambling, will assist individuals to have a healthy relationship with gambling.

The Company's platform shall have the following controls in place:

i. Deposit Limits:

Players will be able to set limits on how much money they can deposit within a certain timeframe, such as daily, weekly or monthly limits. Once the limit is reached, they are not allowed to deposit more until the limit period ends.

ii. Loss Limits:

Similar to deposit limits, players will be able to set limits on how much money they are willing to lose within a specific timeframe. When the limit is reached, they will be prevented from placing further bets until that period ends.

iii. Session Time Limits:

Players will be able to set limits on how long they can play in a single session. Once the limit is reached, they may be logged out of their account or receive notifications reminding them to take a break, depending on their choice.

iv. Reality Checks:

Periodic reminders will be sent to players during their gaming sessions, informing them of how much time and money they have spent. This helps players stay aware of their gambling habits.

Responsible Advertising

Responsible Advertising in the iGaming industry is crucial for maintaining a positive reputation, ensuring consumer trust, and adhering to regulatory requirement. The following are strategies that the Company will adopt in order to promote its business:

i. Adhere to Regulations:

The Company must understand and comply with all relevant advertising regulations in each jurisdiction where the Company operates. This includes age restrictions, content requirements, and responsible gaming guidelines.

ii. Targeted Advertising:

Targeted advertising will be used to reach appropriate audiences. This includes ensuring that ads are not targeted towards minors or vulnerable individuals.

iii. Transparent advertising:

The Company will clearly communicate the risks associated with gambling in advertisements. This will include information about the odds of winning, the potential for addiction, and resources for seeking help.

iv. Avoid Misleading Claims:

The Company has to make sure that advertising messages are truthful and not misleading. The adverts should not exaggerate potential winnings or downplay the risks of gambling.

v. Include Responsible Gaming Measures:

In its adverts and marketing the Company will incorporate responsible gaming messaging into advertisements, such as promoting self-exclusion options, setting deposit limits, and providing information about problem gambling helplines.

vi. Educational Campaigns:

The Company will develop educational campaigns to raise awareness about responsible gambling practices. This could include providing information about recognizing signs of problem gambling and encouraging responsible gaming behaviours.

vii. Monitor Advertising Content:

The Company will regularly monitor advertising content to ensure that it complies with regulations and aligns with responsible gaming principles.

viii. Collaboration with Regulators and Industry Groups:

The Company shall work closely with regulatory authorities and industry organisations to stay updated on best practices and industry standards for responsible advertising.

ix. Feedback Mechanisms:

The Company has developed mechanisms for users to provide feedback or report any concerns about advertising content. The Company shall take prompt action to address any issues raised.

x. Evaluation:

The Company must constantly evaluate advertising strategies and their impact on consumers. Adaptation of marketing strategies to changes in the targeted markets is necessary to adhere to changes in market trends. Such changes in marketing strategies shall be based on feedback, changing regulations and emerging industry trends.

Monitoring and Intervention

Implementation of systems to monitor player behaviour for signs of problem gambling is very important. Prompt intervention to such situations is necessary and there are various ways in which such intervention can take place.

Monitoring

As already referred to in this policy the Company shall be implementing a number of tools in order to monitor its customers, in order to make sure that whilst enjoying a safe gaming environment, they do so in a responsible manner.

The Company shall be using the following methods:

- a. **Self-Exclusion Programs:** having the customer voluntarily restricting himself from playing either permanently or temporarily.
- b. **Player Tracking Systems:** The Company shall have on its platform a player tracking system to monitor gambling behaviour. This shall include tracking the amount of time and money spent on gambling activities.
- c. **Responsible Gaming Tools:** Offering responsible gaming tools including but not limited to deposit limits, time limits, and loss limits. These tools help players control their gambling behaviour, and their usage can be monitored by the Company.
- d. **Behaviour Analysis Software:** The Company will have in place on its platform sophisticated software to analyze player behaviour and identify signs of problem gambling, such as chasing losses or frequent large bets.
- e. **Training and Education:** training of employees is very important and crucial in order to identify problem gambling and intervene as necessary. Also, customer support need to be trained to advise about support options, should the customer request such information upon contacting customer support.

Intervention

Responsible gambling interventions aim to prevent and mitigate the harms associated with gambling, such as addiction and financial troubles. The following methods shall be used:

- a. **Limits Setting:** Setting of limits on customers' activities, will provide some form of intervention. These include deposit limits, loss limits and time limits. These limits help individuals control their gambling behaviour and prevent excessive losses.
- b. **Responsible Gambling Tools:** Various tools are available to assist individual in managing their gambling behaviour, such as reality checks, which remind players of the time spent gambling or session limits, which automatically log players out after a certain period.

- c. **Player Support Services:** The Company will provide the necessary support services to its customers, by offering access through its website and providing information on the Company's marketing materials.
- d. **Financial Transactions Controls:** The Company will implement controls on financial transactions related to gambling, such as limits on deposits or withdrawals, to prevent excessive spending.

The interventions are often used in combination to create a comprehensive approach to responsible gambling.

Overall, all the herewith mentioned actions aim to create a safe and enjoyable environment for players while minimizing the potential harm associated with gambling.