

Responsible Gaming Policy

TGI Entertainment N.V.

1. Introduction

TGI Entertainment N.V. (the “**Company**”) is committed to providing a safe, fair, and responsible gaming environment for all players. Gambling is intended to be a form of entertainment and should never be viewed as a source of income or a solution to financial difficulties.

This Responsible Gaming Policy outlines the measures implemented by the Company to prevent gambling-related harm and to ensure compliance with applicable regulatory obligations under the regulatory framework of Curaçao.

The Company promotes responsible gambling practices by providing players with tools to control their gambling activity and by monitoring player behaviour to identify potential indicators of problematic gambling.

2. Commitment to Responsible Gaming

The Company is committed to promoting responsible gambling and minimizing potential harm associated with gambling activities.

The Company undertakes to:

- Prevent underage gambling.
- Provide players with tools to manage and control their gambling behaviour.
- Monitor gambling activity to identify indicators of problematic gambling.
- Intervene where necessary to protect vulnerable players.
- Provide transparent and fair gaming services.
- Promote responsible marketing and advertising practices.

The Company recognizes that while the majority of players gamble responsibly, a small percentage of individuals may experience difficulties controlling their gambling behaviour. The Company therefore implements safeguards designed to mitigate these risks.

3. Responsible Gaming Officer

The Company appoints a **Responsible Gaming Officer (“RGO”)** who is responsible for overseeing the implementation and effectiveness of the Company’s responsible gaming framework.

The Responsible Gaming Officer is responsible for:

- Supervising the implementation of responsible gaming policies and procedures.
- Monitoring player activity for indicators of harmful gambling behaviour.
- Ensuring staff receive appropriate responsible gaming training.
- Reviewing and updating responsible gaming policies.

- Acting as the internal escalation point for responsible gaming matters.

The Responsible Gaming Officer operates independently and separately from the Company's **Anti-Money Laundering (AML/CFT) Compliance Officer**, as both roles require different operational focus and expertise.

4. Player Protection Tools

The Company provides players with various tools that enable them to control their gambling behaviour and manage their gaming activity responsibly.

These tools can be accessed through the player account interface or by contacting the Company's customer support team.

4.1. Deposit Limits

Players may set limits on the amount of money they can deposit into their account within a specified timeframe.

Deposit limits may be set on:

- a daily basis
- a weekly basis
- a monthly basis

Once a deposit limit has been reached, additional deposits will not be permitted until the relevant time period has expired.

Requests to decrease deposit limits take effect immediately.

Requests to increase deposit limits will only become effective after the expiration of a cooling-off period in order to prevent impulsive decisions.

4.2. Loss Limits

Players may set limits on the amount they are permitted to lose during a specified period.

Loss limits may be applied on:

- a daily basis
- a weekly basis
- a monthly basis

Once the loss limit is reached, the player will not be permitted to continue gambling until the limit period has reset.

4.3. Wager Limits

Players may set limits on the total amount of wagers placed within a specified timeframe.

This tool enables players to manage their total wagering activity regardless of winnings or losses.

4.4. Session Limits

Players may set limits on the amount of time spent gambling during a single session.

Once the session limit has been reached, the player will be automatically logged out of the account and prevented from continuing gameplay until the session period resets.

4.5. Reality Checks

The Company may provide periodic reminders to players during gameplay regarding:

- the duration of the gaming session
- the amount wagered
- the option to take a break or log out

These reminders are intended to promote awareness of gambling behaviour and encourage responsible play.

5. Cooling-Off Period

Players may request a **Cooling-Off Period**, which temporarily suspends their access to gambling services for a specified period.

Cooling-off periods may range from **24 hours to 26 weeks**, depending on the player's request.

During the cooling-off period:

- deposits will be disabled
- gameplay will be suspended
- promotional offers will not be available

Players may withdraw any available balance during this period.

Once the cooling-off period expires, the account will automatically be reactivated.

6. Self-Exclusion

Self-exclusion allows players to block access to their gambling account for an extended period.

Players may request self-exclusion through their account settings or by contacting customer support.

The Company offers the following self-exclusion periods:

- 1 year
- 2 years
- 5 years
- 10 years

The minimum self-exclusion period is one year.

Upon activation of self-exclusion:

- the player account will be immediately suspended
- deposits and gameplay will be disabled
- the player will be excluded from all promotional communications
- marketing communications will cease

The Company will not challenge or question a player's decision to self-exclude.

A single confirmation step may be required to ensure that the player understands the consequences of self-exclusion. Accounts subject to self-exclusion will remain suspended or may be permanently closed in order to prevent re-admission during the self-exclusion period.

7. Monitoring of Behaviour

The Company monitors player activity to identify indicators that may suggest problematic gambling behaviour.

Examples of potential indicators include:

- unusually frequent deposits
- attempts to rapidly increase deposit limits
- prolonged gambling sessions
- repeated attempts to reverse withdrawals
- chasing losses
- repeated failed deposit attempts
- aggressive or distressed communication with customer support

Where such indicators are identified, the Company may take appropriate measures, including:

- contacting the player
- recommending responsible gaming tools
- applying temporary account restrictions

- enforcing cooling-off periods
- suspending the account where necessary.

8. Interaction with Vulnerable Players

The Company maintains procedures for interacting with players who may display signs of gambling-related harm.

Customer support personnel receive training to:

- identify indicators of problematic gambling behaviour
- provide information about responsible gaming tools
- encourage the use of protective measures
- escalate cases to the Responsible Gaming Officer when necessary.

Where appropriate, the Company may apply protective measures to safeguard the player.

9. Protection of Minors

The Company strictly prohibits gambling by individuals under the age of **18 years**.

To prevent underage gambling, the Company implements various verification and monitoring measures, including:

- identity verification procedures
- age verification checks
- payment method verification
- account monitoring.

If the Company determines that a minor has registered or attempted to gamble:

- the account will be immediately closed
- gambling activity will be terminated
- appropriate corrective actions will be taken.

10. Responsible Advertising and Marketing

The Company ensures that all marketing and advertising activities are conducted responsibly.

The Company undertakes not to:

- target minors or vulnerable persons
- present gambling as a guaranteed source of income

- encourage excessive gambling behaviour
- misrepresent the risks associated with gambling.

Marketing communications will not be sent to players who have activated responsible gaming restrictions.

11. Staff Training

The Company provides responsible gaming training to relevant staff members.

Training includes:

- understanding gambling-related harm
- identifying indicators of problematic gambling behaviour
- handling self-exclusion requests
- responsible player interaction procedures
- escalation and reporting processes.

Training programs are reviewed periodically to ensure effectiveness and regulatory compliance.

12. External Support Organizations

Players who believe they may be experiencing gambling-related harm are encouraged to seek assistance from independent organizations.

Examples of support organizations include:

- Gambling Therapy
- Gamblers Anonymous
- GamCare
- BeGambleAware

These organizations provide confidential advice, support, and counseling services.

13. Data Protection and Record Retention

The Company maintains records relating to responsible gaming measures, including self-exclusion requests and responsible gaming interventions.

Such records may be retained for extended periods and up to five (5) years in order to ensure compliance with regulatory obligations and to prevent re-admission of self-excluded players.

All personal data is processed in accordance with applicable data protection legislation.

14. Policy Review

This Responsible Gaming Policy is reviewed periodically to ensure continued effectiveness and compliance with applicable regulatory requirements.

The Company reserves the right to update this policy where necessary to reflect regulatory changes or improvements in responsible gaming practices.