

Advanced Sports Entertainment N.V.

Responsible Gaming Policy
Version 2.0
June 2026

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Approved by: Gouloud Hammoud
f/obo Global Related Services B.V.
Corporate Director
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1. Definitions

“CGA”	Curaçao Gaming Authority.
The “Company”	means Advanced Sports Entertainment N.V. (company number 140543, registered address Kaya Richard J. Beaujon Z/N, Willemstad, Curaçao) which is a holder of license number OGL/2024/635/0818 from the CGA.
“Cooling Off”	A pre-determined period (hours, days, or months) set by the player during which the player may not place any wagers whatsoever.
“Games of Chance”	Any game in which one or more players, in exchange for money or monetary value, compete for prizes of monetary value, and the outcome is determined by chance alone or by a mix of chance and player skill, without significant influence by the player. Includes sports betting and poker.
“LOK”	National Ordinance of the 20th of December 2024 Containing Rules concerning Games of Chance (National Ordinance on Games of Chance) (PB 2024, no. 157).
“Marketing, Promotion and Advertising”	All resources, messages, and media that promote the Company’s domain(s), brand(s), products, or services. Includes print, media advertising, content marketing, digital marketing, and social media campaigns.
“Mandatory Requirements”	Basic elements of a Responsible Gaming policy that all operators must implement. These must reflect the operator’s target markets and player base.
“Minor”	Any person under the age of 18.
“PAM”	Player Account Management System. For Responsible Gaming purposes, the PAM is used to record relevant player interactions, risk indicators, decisions and measures taken by the Company.
“Self-exclusion”	When a player voluntarily bars themselves from all or certain online gaming-related activities with a specific operator.
“Vulnerable Person”	Defined in Clause 1.1(h) of the LOK as a person who: i. is under 18 years of age; ii. lacks control over gambling behavior and risks harm to self or others; iii. has been banned from gambling (voluntarily or involuntarily); or iv. has been declared bankrupt.

2. Policy Overview

The Company is committed to promoting Responsible Gaming and protecting players from gambling-related harm. This Policy outlines the tools, procedures, and obligations the Company follows to ensure a safe and supportive gaming environment, in accordance with Article 5.4 of the LOK and the CGA guidelines.

Adherence to this Responsible Gaming Policy is a mandatory requirement under the LOK.

In line with the CGA Responsible Gaming Policy, the Company confirms that no credit is offered to players for the purpose of wagering.

A player-facing version of this Policy is publicly available on the Company's website and is uploaded to the CGA portal in accordance with regulatory requirements.

This policy applies to all registered players and to all employees, contractors, and partners involved in player-facing services and game operations. All persons involved in player interaction, marketing, product design, payment processing, or customer monitoring must comply with the requirements set out herein.

3. Internal Governance

A dedicated Responsible Gaming Officer, appointed by the Company, is responsible for implementing this Policy, monitoring its effectiveness, and reporting to management annually with recommendations for improvement. The Responsible Gaming function shall remain operationally independent from AML/CFT responsibilities to avoid conflicts of interest. All material changes to this policy are reported to the CGA.

The Responsible Gaming Officer is responsible for:

- Ensuring implementation of all mandatory Responsible Gaming measures under this Policy;
- Monitoring operational effectiveness of Responsible Gaming tools;
- Overseeing behaviour tracking and intervention processes;
- Ensuring staff training is conducted and documented;
- Maintaining required records for regulatory review;
- Reporting material issues or deficiencies to Senior Management without delay.

3.1. Annual Reporting and Escalation

The Responsible Gaming Officer shall submit a written Responsible Gaming Effectiveness Report to Senior Management at least once every twelve (12) months. The report shall include, at minimum:

- Number of self-exclusions (by duration);
- Number of cooling-off activations;
- Number of operator-initiated exclusions;
- Number and type of Responsible Gaming interventions;
- Statistics on use of deposit limits and other RG tools;
- Summary of behavioural alerts generated and escalations performed;
- Summary of marketing suppression actions related to RG restrictions;

- Identified weaknesses and recommendations for improvement.

Senior Management shall review the report and document any required remedial actions.

4. Prevention of Underage Gambling

The Company strictly prohibits access to our platform by anyone under the age of 18.

4.1. Age Verification Process

During the account registration process:

- The player must enter their date of birth;
- The player must confirm they are over 18 via designated checkbox;
- Additional verification checks are conducted. These checks may include:
 - Electronic verification systems (e.g., credit bureau checks, public records);
 - Payment validation (e.g., matching payment details to registered name);
 - Third-party database checks (e.g., identity verification services);
 - Selfie verification with government-issued ID.

Government-issued identification (passport, national ID, or driver's licence) must be verified at defined AML thresholds and in all cases prior to the first withdrawal, in line with the Company's approved AML policy. Secondary electronic or database checks may supplement but shall not replace this requirement.

4.2. Underage Player Protocol

If the Company receives any information or indication that an underage person has registered, attempted to register, or accessed an account on the Company's website, staff must immediately escalate the matter to the Responsible Gaming Officer.

The relevant account must be reviewed without delay and, where underage gambling is confirmed or reasonably suspected, the account must be closed immediately. The Company must refund all deposits in accordance with civil law obligations and void any winnings.

The reason for the account closure must be communicated clearly to the affected individual, including that the closure is due to actual or suspected underage gambling and is required under the Company's legal and regulatory obligations. The communication should, where appropriate, explain any related actions taken, such as the refund of deposits, voiding of winnings, account restrictions, or reporting requirements.

All age verification checks and outcomes must be retained and made available for audit and recorded for regulatory purposes for five (5) years. Customer support and compliance staff must escalate any suspicion of underage gambling immediately to the Responsible Gaming Officer.

4.3. Parental Controls and Device Protection

The Company must take reasonable steps to inform players and staff of the risks of underage persons accessing gambling services through shared devices or improperly secured player accounts. This includes ensuring that the Responsible Gaming Policy, website, and other

relevant player communications clearly remind adult players to prevent minors from accessing gambling websites.

The Company should advise players to take appropriate precautions, including:

- not leaving children unattended with access to gambling websites;
- using filtering or blocking software to restrict access to gambling-related content;
- keeping account credentials and payment details confidential;
- avoiding the use of “remember my password” or similar automatic login features on shared devices; and
- creating separate user profiles where devices are shared with minors.

Where appropriate, the Company may refer players to reputable filtering or blocking tools. The Company does not endorse any specific provider, but should ensure that any examples listed are reviewed periodically to confirm that they remain available and appropriate.

5. Player Information and Accessibility

5.1. Homepage, Terms and Conditions and Footer Accessibility

The Company ensures that Responsible Gaming information is clearly visible and easily accessible to players at all times. A clear and direct link to the Responsible Gaming Section must be available from the homepage of each website or application operated by the Company.

The Company’s Terms and Conditions must also refer to the Responsible Gaming Section and explain, in clear and understandable terms, the Responsible Gaming tools available to players, including deposit limits, cooling-off, self-exclusion, reality checks and self-assessment resources. The Terms and Conditions must be no more than one click away from the homepage.

The footer of each Company website or application must include the following information:

- a clear visual indication that gambling by persons under the age of 18 is prohibited;
- the full legal name and registered address of the licence holder;
- the official licence number issued by the Curaçao Gaming Authority;
- a statement confirming that the Company’s gaming operations are regulated by the Curaçao Gaming Authority;
- a direct link to the Responsible Gaming Section;
- the Company’s CGA digital seal; and
- direct links to one or more gambling addiction support resources, including international support resources and, where available, relevant local support resources for the target market.

The Company must periodically review the homepage, Terms and Conditions, footer information and Responsible Gaming Section to ensure that all links, licence details, support resources and regulatory statements remain accurate, functional and up to date.

5.2. Responsible Gaming Section

The Company maintains a dedicated Responsible Gaming Section ("RG Section"). The RG Section:

- is clearly identifiable and accessible;
- is available in English and the target market language;
- the English version prevails in case of discrepancy;
- provides direct access to self-exclusion, cooling-off, deposit limits and other tools;
- includes contact details for RG concerns.

Employees must ensure that all Responsible Gaming tools remain functional, accessible without unnecessary delay, and not subject to commercial influence.

The Company's websites and operated platforms must offer links to professional organizations and hotlines specializing in gambling addiction, such as:

- <http://www.begambleaware.org/>,
- <http://www.gamcare.org.uk/>,
- <http://www.responsiblegambling.org/>.

A dedicated support team is available to assist players experiencing gambling-related issues, and the Company encourages players to reach out for help if they feel they are losing control. Additionally, players can also take a self-test if they may be addicted to gaming at: <https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>.

6. Player-Controlled Tools

Players can set daily, weekly, or monthly deposit limits to control their spending. These limits can be set during account registration or modified at any time in the account settings.

6.1. Deposit Limits

Players will be notified of their current deposit limits and receive a notification of their spending when they reach 80% of their limit to encourage responsible gaming. Requests to make a deposit limit more restrictive, including lowering the applicable deposit limit, take effect immediately. Requests to make a deposit limit less restrictive, including increasing the applicable deposit limit, are subject to a 24-hour waiting period before implementation.

Additional limits, such as loss limits and time limits, may also be made available.

6.2. Reality Checks

The Company encourages players to utilize reality check reminders, which notify them of their playtime at regular intervals (e.g., every hour). Players can customize these reminders in their account settings. Staff responsible for responsible gaming, customer support, and product operations must ensure that players are informed of the availability of reality checks and that any player requests or issues relating to these reminders are handled promptly and documented where appropriate.

6.3. Player Self-Assessment

Players can access at least six (6) months of play history, which includes information on their betting activity, deposits, and withdrawals with timestamps. This transparency helps players make informed decisions about their gaming behavior.

The Company encourages players to regularly evaluate their gambling behavior through self-assessment tests, such as Gamblers Anonymous 20 Questions

(<https://gamblersanonymous.org/20-questions/>) and the CAGE Questionnaire:

- **Cut Down:** Have you ever felt you ought to cut down on your gambling?
- **Annoyance:** Have people annoyed you by criticizing your gambling?
- **Guilt:** Have you ever felt bad or guilty about your gambling?
- **Eye-Opener:** Have you ever felt the need to gamble right after waking up to get back money lost the day before (acting as an "eye-opener" or to "chase" losses)?

Customer-facing teams must direct players who identify risk indicators toward Responsible Gaming tools and support resources.

7. Player Monitoring, Identification and Intervention

The Company monitors player behaviour to identify signs of loss of control, gambling-related harm, or vulnerability, enabling early detection and proportionate intervention to protect players.

Monitoring is conducted in line with the Company's Responsible Gaming obligations and the principle that vulnerable persons must not continue gambling without appropriate intervention.

7.1. Behavior Monitoring Principles

The Company applies a risk-based and proportionate approach to player monitoring. A single indicator does not automatically mean that a player is experiencing gambling harm. However, repeated indicators, combinations of indicators, or a sudden change in behaviour must trigger further review.

The Company monitors, where applicable, the following behaviour and account activity:

- sudden or unexplained increases in deposits, wagers or session frequency;
- extended or repeated long play sessions;
- repeated failed deposits or payment attempts;
- repeated cancellation or reversal of withdrawal requests;
- frequent or unusual contact with Customer Support, including signs of distress, agitation or requests for bonuses;
- frequent changes to Responsible Gaming tools, including deposit limits, cooling-off periods or other limits;
- attempts to open or use multiple accounts to bypass limits, exclusions or other restrictions;
- indications that a player is gambling beyond affordable or sustainable levels.

Monitoring may be performed through the Player Account Management system, platform reporting tools, automated alerts and manual observations by trained staff, including Customer Support, VIP, Compliance and Responsible Gaming personnel.

7.2. Player Profiling and Risk Assessment

The Company establishes and maintains player profiles to support the assessment of Responsible Gaming risk. The profile may include relevant account, transactional, behavioural and interaction data, including deposit and wagering patterns, use of Responsible Gaming tools, communication history, previous interventions and any known vulnerability indicators.

Based on the available information, players may be assessed as low, medium or high risk for Responsible Gaming purposes.

- Low-risk players show no material indicators of harmful gambling behaviour and are subject to standard monitoring.
- Medium-risk players show one or more indicators that require closer review, such as increased activity, repeated limit changes or concerning support interactions. These players may receive safer gambling reminders, information about available tools or further review by the Responsible Gaming function.
- High-risk players show serious, repeated or escalating indicators of potential harm. These players must be escalated for Responsible Gaming review and may be subject to direct intervention, mandatory account restrictions, temporary suspension or operator-initiated exclusion where appropriate.

Risk assessments must be reviewed when new relevant information becomes available, including changes in player behaviour, Responsible Gaming tool usage, player communications, complaints, self-assessment outcomes or staff concerns.

7.3. Identification, Internal Escalation and Intervention

When a potential Responsible Gaming concern is identified, the staff member or automated system must flag the player account for review. Customer-facing staff must escalate immediately where a player states or suggests that they have lost control, cannot afford to gamble, is gambling with borrowed money, is distressed, or requests account closure or exclusion due to gambling problems.

The concern must be assessed by the Responsible Gaming function or another authorised person appointed by the Company.

The review must consider the player's full profile and behaviour, rather than the indicator in isolation. Where the concern is not substantiated, the outcome must still be recorded. Where the concern is substantiated, the Company must determine the appropriate level of intervention.

Interventions must be proportionate to the level of risk and may include one or more of the following measures:

- providing the player with information about Responsible Gaming tools and support resources;
- encouraging the player to review their gambling activity and use self-assessment tools;
- encouraging or applying deposit limits, where appropriate;
- suggesting or applying a cooling-off period;
- providing information on self-exclusion;
- temporarily suspending the account pending further assessment;

- applying operator-initiated exclusion in cases of severe, persistent or unresolved risk.

Where a player reasonably appears to be vulnerable, the Company must initiate direct contact. The communication must be neutral, supportive and focused on player protection. Staff must not encourage the player to continue gambling, offer bonuses, or influence the player away from cooling-off or self-exclusion.

7.4. PAM Recordkeeping

All Responsible Gaming interactions must be recorded in the PAM. This includes both player-initiated and operator-initiated interactions.

The record must include, as applicable:

- the date and time of the interaction or review;
- the staff member or department involved;
- the indicators or concerns identified;
- the player's relevant behaviour and risk assessment;
- any communication with the player;
- the intervention or action taken;
- any restrictions applied to the account;
- follow-up actions, review dates or escalation decisions.

Records must be sufficiently clear to show why the Company acted, what was decided, and how the matter was handled. These records must be retained in accordance with the Company's recordkeeping obligations and must be available for internal review, audit and regulatory inspection.

8. Cooling-Off

The Company offers players the option to activate a cooling-off period as a temporary Responsible Gaming measure. During a cooling-off period, the player is restricted from gambling activity for the period selected.

Cooling-off is intended as a short-term break from gambling. Players must be clearly informed of the difference between cooling-off and self-exclusion and must be given the opportunity to proceed directly to self-exclusion where they wish to take a longer-term or irrevocable break from gambling.

8.1. Duration Options

Players may activate a cooling-off period for the following durations:

- 24 hours;
- 7 days;
- 1 month; or
- 3 months.

The selected period applies for the full duration and cannot be shortened once activated.

8.2. Access and Activation

The cooling-off option is made available through the Responsible Gaming Section and/or the player account settings. The process must be clear, easily accessible and capable of being completed online without requiring email communication, manual approval or intervention by the Company.

The player must actively select the cooling-off period and, where available, any additional options such as marketing opt-out. Tick-boxes must not be pre-selected.

For cooling-off periods of 1 month or 3 months, the Company may use one brief and neutral confirmation step to ensure the player confirms the selected break.

The activation process must not be delayed, complicated or used to encourage the player to continue gambling. The Company and its staff must not question, discourage or delay a player's decision to activate a cooling-off period. Staff may assist only where the player experiences technical difficulty or requests neutral information about how the tool works.

Customer Support, VIP staff and other customer-facing teams must not offer reassurance, bonuses, promotions or alternative incentives to encourage the player to continue gambling.

8.3. Immediate Effect

The cooling-off period takes effect immediately after the player confirms the request. During the selected period:

- the player may not place wagers or participate in gambling activity;
- deposits are blocked;
- gambling features are disabled;
- the player may still access their account where technically possible, but only for non-gambling purposes such as reviewing account information or requesting withdrawals;
- remaining withdrawable funds remain available for withdrawal, subject to AML/CFT checks and the Company's Terms and Conditions.

Where active tournaments, unresolved bets or other pending gaming activity exist, these must be handled in accordance with the Company's Terms and Conditions, applicable law and regulatory requirements. No new gambling activity may be permitted during the cooling-off period.

8.4. Scope of Cooling-Off

The Company may allow players to choose how widely the cooling-off period applies, depending on what the platform supports. For example, a player may be able to apply cooling-off to:

- a specific brand only;
- all brands operated by the Company; and/or
- specific product types, such as casino, sportsbook or poker.

Where these options are available, the player must actively choose the scope of the restriction.

At a minimum, the cooling-off period must block gambling activity on the brand where the player requested it. If the player chooses a wider restriction (for example, across multiple brands or products), the Company must apply the cooling-off period exactly as selected.

8.5. Marketing and Communications

Players must be offered the option to opt out of marketing communications during the cooling-off period. Where the player selects this option, the Company must ensure that no direct marketing, bonuses, free play or promotional incentives are sent to the player during the cooling-off period.

Regardless of the marketing preference selected, the Company must not offer bonuses, promotions or other incentives to discourage or reverse the cooling-off decision.

8.6. Reactivation

The player's access to gambling activity is automatically restored after the selected cooling-off period expires. No action is required from the player for reactivation.

The Company must not contact the player for the purpose of encouraging gambling immediately after expiry of the cooling-off period.

8.7. Recordkeeping

The Company records cooling-off requests and related actions in the PAM, including the date and time of activation, selected duration, scope of restriction, marketing preference, any staff assistance provided and the expiry of the cooling-off period.

Records must be retained in accordance with the Company's recordkeeping obligations and must be available for internal review, audit and regulatory inspection.

9. Self-Exclusion

The Company provides players with the option to self-exclude from all gambling activity where they wish to take a long-term break from gambling or consider themselves at risk of gambling-related harm.

Self-exclusion is a long-term and irrevocable Responsible Gaming measure. Once activated, the player will be excluded from all gambling activity across all brands, websites, applications and domains operated under the Company's licence for the duration selected by the player.

The Company does not guide, influence or encourage players to choose a less restrictive option where they wish to self-exclude. No bonuses, promotions, reassurances or other incentives may be offered to discourage a player from self-excluding.

9.1. Duration Options

Players may self-exclude for the following periods:

- 1 year;
- 3 years;

- 5 years;
- 10 years; or
- lifetime, where this option is made available by the platform.

The minimum self-exclusion period offered by the Company is one year.

9.2. Access and Activation

The self-exclusion option is made available through the Responsible Gaming Section and/or the player account settings. The process must be clear, easily accessible and capable of being completed fully online without requiring email communication, manual approval or intervention by the Company.

The player must select the self-exclusion duration by actively confirming their choice. The Company may use one brief and neutral confirmation step to ensure that the player understands the consequences of self-exclusion.

The activation process must not be delayed, complicated or used to persuade the player to continue gambling.

9.3. Immediate Effect

Self-exclusion must take effect immediately after the player confirms the request. From that moment:

- the player's account is closed or blocked from login;
- all gambling activity is prohibited;
- deposits are blocked;
- access to all gambling verticals is removed;
- direct marketing and promotional communications are stopped;
- bonuses, free play or incentives must not be offered;
- the exclusion applies to all brands and domains under the Company's licence.

The Company must maintain controls to identify, where reasonably possible, duplicate accounts and prevent self-excluded players from creating or using other accounts to bypass the exclusion.

9.4. Account Funds, Bets and Tournaments

Following self-exclusion, the Company will handle remaining player funds in accordance with its Terms and Conditions, applicable civil law, AML/CFT/CFP requirements and internal procedures.

Where required, remaining withdrawable funds may be returned to the original payment method, subject to AML/CFT/CFP checks and any legal or regulatory restrictions.

Any ante-post or future bets, active tournaments, jackpot participation or unresolved gaming activity must be handled in accordance with the Company's Terms and Conditions, applicable law and regulatory requirements. No new gambling activity may be permitted after self-exclusion has taken effect.

9.5. Payment Methods

Where possible and in line with applicable laws and system capabilities, the Company blocks known payment methods used by a self-excluded player for the duration of the exclusion period. This is intended to prevent circumvention of the self-exclusion through duplicate or new accounts.

9.6. Marketing and Communications

The Company must ensure that self-excluded players are removed from direct marketing and promotional communication lists. No direct marketing, bonus offer, promotional message or reactivation communication may be sent to the player during the self-exclusion period.

9.7. Reactivation After Expiry

Self-exclusion remains irreversible and irrevocable for the full selected period. Reactivation must never be initiated by the Company. After the exclusion period expires, the account may only be considered for reactivation following a written request from the player through the Company's official support channels.

The Company may assess the reactivation request before restoring access and may require appropriate checks, including Responsible Gaming, account security and AML/CFT checks. The Company is not required to reactivate an account where Responsible Gaming concerns remain.

9.8. Recordkeeping

The Company records all self-exclusion requests, confirmations, account actions, payment method blocks, related communications and reactivation requests in the PAM.

The Company maintains a Self-Exclusion Register and retains records of self-excluded players for at least five (5) years, or longer where required by applicable law, internal policy or regulatory requirements. Records must be available for internal review, audit and regulatory inspection.

10. Staff Training and Awareness

All employees, particularly those in customer support and compliance roles, will undergo comprehensive training programs focusing on Responsible Gaming practices. Responsible Gaming training is mandatory for:

- Customer Support;
- VIP Management;
- Marketing;
- Responsible Gaming function holders.

Training will cover identifying signs of problem gambling, how to communicate with affected players, and the resources available for support. Staff will receive ongoing education on the latest developments in Responsible Gaming practices and regulations to ensure our policies remain current and effective. Training must be conducted at least annually and documented. Records must be retained for regulatory review.

11. Marketing and Advertising Compliance

The Company ensures that all marketing, promotional and advertising activities are conducted in a responsible, transparent and socially responsible manner. Marketing must not encourage excessive gambling, target Vulnerable Persons, or present gambling as a solution to financial, emotional or personal difficulties.

All advertising must include a clearly visible Responsible Gaming message or slogan.

11.1. Prohibited Marketing Practices

The Company must not publish, approve or distribute marketing, promotional or advertising materials that:

- knowingly or deliberately target minors, self-excluded players, players in a cooling-off period, or other Vulnerable Persons;
- portray gambling as an investment, income source, career path or solution to financial difficulties;
- suggest that gambling can solve personal, emotional, social or mental health problems;
- misrepresent the role of chance or suggest that skill can influence the outcome of games that are based on chance;
- use emotional manipulation, pressure, urgency or misleading statements to encourage gambling;
- feature minors or imagery, themes, language or characters that are primarily appealing to minors;
- contain overt sexual, pornographic or explicit content;
- link gambling with smoking, drug use, alcohol consumption, seduction, enhanced attractiveness or other unrelated harmful behaviours;
- encourage players to chase losses, gamble beyond their means, or continue gambling when they may be experiencing harm.

11.2. Bonuses and Promotions

Bonuses and promotions must be presented clearly and transparently, including all material terms and conditions. The Company must not use bonuses, free play, loyalty rewards or other incentives to encourage excessive gambling or to discourage players from using Responsible Gaming tools.

Bonuses, promotions or incentives must not be offered to a player who has requested or activated cooling-off, self-exclusion, account closure due to gambling concerns, or any other Responsible Gaming restriction.

11.3. Responsible Gaming Messaging

All advertising and promotional materials must include a clearly visible Responsible Gaming message or slogan. Where technically possible, marketing materials should also include or link to information on Responsible Gaming tools, age restrictions and support resources.

The Company must ensure that Responsible Gaming messages are clear, legible and not hidden, minimized or contradicted by the overall presentation of the marketing material.

11.4. Restricted Players and Marketing Suppression

Direct marketing activities, including emails, SMS messages, push notifications, bonus offers, promotional messages and personalised incentives, are prohibited during an active self-exclusion period.

Where a player has opted out of marketing during a cooling-off period, the Company must ensure that no direct marketing is sent to that player during the selected cooling-off period.

The Company must maintain appropriate suppression controls to prevent marketing from being sent to self-excluded players, players who opted out during cooling-off, and players who are otherwise restricted from receiving marketing communications.

11.5. Affiliates, Influencers and Third Parties

The Company remains responsible for marketing and promotional activities carried out by affiliates, ambassadors, influencers, sponsorship partners, representatives and other contracted third parties acting on its behalf.

Contracts and commercial arrangements with such third parties must require compliance with this Responsible Gaming Policy and the Company's marketing standards. The Company must provide third parties with clear instructions on prohibited content, Responsible Gaming messaging, age restrictions and the treatment of Vulnerable Persons.

Where the Company becomes aware of non-compliant marketing by a third party, it must take appropriate remedial action, which may include requiring correction or removal of the material, suspending campaigns, withholding approval, or terminating the relationship.

11.6. Review and Approval

Marketing materials must be reviewed before publication, particularly where they relate to bonuses, high-value promotions, VIP activity, affiliates, influencers or new target markets.

The Company must keep sufficient records of marketing approvals, third-party instructions, Responsible Gaming messaging and corrective actions to demonstrate compliance with this Policy and applicable regulatory requirements.

12. Contact Information

For any inquiries related to our Responsible Gaming Policy or if you need assistance, players are encouraged to contact the Company's Support channels via the chat option available on the website and support@dicebet.com. The Support team must treat such player interactions with confidentiality and will ensure such are not disclosed without the player's consent.