

Responsible Gaming Policy of Gatepost N.V

Version 1.2

26th June 2025

Responsible Gaming Policy of Gatepost N.V.

Last updated: June 26th, 2025

Please read this information carefully for your own benefit.

Gatepost N.V., operator of www.coinhero.io, is committed to the highest standards of responsible gambling in full compliance with the Curaçao Gaming Authority's 2025 LOK framework and the Responsible Gaming Policy for Licensed Operators (Version 1.0, 21 February 2025). This document outlines the principles and procedures we implement to protect players, especially vulnerable persons, and to promote safe, informed, and balanced gambling behaviors.

Gatepost N.V. is registered in Curaçao with company number 163081, and its principal place of business is Zuikertuintjeweg z/n (Zuikertuin Tower), Willemstad, Curaçao.

Section 1. Purpose and Scope

This Responsible Gambling Policy applies to all operations, services, and customer interactions provided via www.coinhero.io. It sets out our obligations to prevent harm associated with gambling, protect minors and vulnerable persons, and promote transparency, player choice, and control.

Section 2. Definitions

For the purposes of these Terms and Conditions:

Account: A unique user profile allowing access to our gaming services.

Company: Refers to Gatepost N.V., also referred to as “We”, “Us”, or “Our”.

Service: All content, games, and services provided via www.coinhero.io.

User / You: The individual accessing the Service.

Section 3. Player Protection Measures

Gatepost N.V. has implemented comprehensive measures to safeguard players from excessive or harmful gambling. These include:

- Mandatory **age verification** using government-issued identification, open-source checks, and payment method verification. Users must be 18 or older.
- Secure **parental control tools** and filtering software recommendations (e.g., Net Nanny, GamBlock) to prevent underage access.
- Prominent display of responsible gambling links on the homepage, footer, and within Terms & Conditions, in both English and the language of our target market.
- Clear, accessible player tools to set **deposit limits**, **loss limits**, **reality checks**, and initiate **cooling-off** or **self-exclusion**.

Section 4. Behaviour Tracking and Early Intervention

Our Support will help you via email at all times without any additional costs for you:

- email: support@coinhero.io

Our Support will of course not give out any information about You without Your consent to anyone else

In addition, you also can take a self-test, if You are already gambling addicted at: <https://www.begambleaware.org/gambling-problems/do-i-have-a-gambling-problem/>

And you can also find additional information about gambling addictions at: <https://www.begambleaware.org/safer-gambling/>

Section 5. Helpful measures for Responsible Gambling at Gatepost N.V.

At Gatepost N.V., we are committed to promoting responsible gambling by offering tools and advice to help you stay in control. Below are helpful guidelines and features that can assist you in maintaining a healthy and enjoyable gaming experience.

Practical Tips to Keep Gambling Fun and Balanced

- **Set a deposit limit:** Decide in advance how much you can afford to spend, based on your financial situation. Only gamble with funds set aside for entertainment.
- **Avoid chasing losses:** Accept losses as part of the game. Trying to win back lost money can lead to excessive risk and harm.
- **Set a time limit:** Limit the time you spend gambling and make sure it doesn't interfere with other activities or responsibilities.
- **Play in the right state of mind:** Avoid gambling when you are stressed, anxious, depressed, or under the influence of alcohol, drugs, or medication.
- **Take regular breaks:** Step away periodically, especially if you feel tired, unfocused, or emotionally affected.
- **Use only one account:** Maintaining a single account helps track your activity accurately and prevents overspending or confusion.

Responsible Gambling Tools Available on Our Platform

- **Deposit, loss, and time limits:** You can set daily, weekly, or monthly limits for:
 - Total deposits
 - Amount of losses
 - Amount wagered
 - Time spent playing

Limits can be adjusted at any time:

- **Decreasing limits** takes effect immediately.
 - **Increasing limits** is subject to a mandatory **7-day cooling-off period**.
- **Reality check notifications:**
 - These provide **session summaries**, including time spent, winnings, and losses.
 - A reminder message will prompt you to consider taking a break or ending your session.

- Players must acknowledge the message before continuing, encouraging mindful gaming behavior.

Using these features and following the guidance above can help ensure that your gambling remains a safe and enjoyable form of entertainment.

Section 6. Minor Protection

To use our Service, *You* have to be 18 years or older. To avoid abuse, keep *Your* login data save from any minors near *You*.

Principally we recommend a filter program to avoid minors, especially children, to access any context on the internet, which is not healthy for them.

For parents we can recommend a list of internet filters, to support them, from keeping their children from any context, which was not made for them:

<https://famisafe.wondershare.com/internet-filter/best-internet-filters.html>

Section 7. Self-Exclusion

In case *You* are diagnosed with a gambling addiction or try to stay away from gambling for a different reason, we want to assist you to stay away from anything, that does nothing good for you.

“Self-Exclusion” means, that *You* exclude yourself, out of *Your* own choice, from all gambling services. This exclusion cannot be undone for a set amount of time. If you wish to self-exclude yourself from gambling, please message our support and give them a time span between 6 months and 5 years. They also will explain you all future steps and what is needed from you.

email: support@coinhero.io

Please keep in mind that *Self Exclusion* is permanent for the set time span and will not be undone for your own protection.

During *Self Exclusion* you are not allowed to create a new *Account* and every attempt to create a new *Account* during *Self Exclusion* is a violation of our *Terms of Service* and may result in the permanent ban of your original account.

Section 8. Operator-Initiated Exclusion

In cases of extreme risk or policy violations, Gatepost N.V. reserves the right to unilaterally exclude a player. This includes:

- Evident gambling addiction.
- Criminal or fraudulent activity.
- Attempts to bypass self-exclusion or create duplicate accounts.

Such exclusions are documented and reported to the CGA upon request.

Section 9. Marketing and Advertising Standards

All advertising, promotions, and sponsorships comply with CGA standards. Gatepost N.V. does not:

- Target minors or self-excluded individuals.
- Use misleading or aggressive marketing tactics.
- Promote gambling as a means of income or solution to financial problems.
- Use influencers or content appealing to minors.
- Link gambling to alcohol, drugs, sexuality, or emotional escape.

All advertising includes responsible gambling messages, age disclaimers, and links to help services.

Section 10. Staff Training and Oversight

All relevant personnel, including support staff, VIP managers, marketing agents, and affiliates, are trained in responsible gambling awareness. Training covers:

- Recognizing problematic gambling behaviours.
- Conducting sensitive and structured conversations with at-risk players.
- Use of responsible gambling tools.
- Documentation and escalation procedures.

The Compliance Officer oversees responsible gambling policies and reports annually to executive management, with recommendations for updates. Any updates are communicated to the CGA.

Section 11. Compliance, Recordkeeping and Reporting

Gatepost N.V. maintains real-time logs of responsible gambling actions, including age verification, exclusions, and behaviour alerts. These records are retained for a minimum of seven years and made available to the CGA on request.

If a minor or self-excluded player accesses the platform, their account is immediately closed, funds returned (subject to AML policy), and a report submitted to the CGA within five working days outlining the cause and corrective measures.