

## Responsible Gaming Policy

Last update: 19<sup>th</sup> of May 2023

Approved by the Director

Date: 19<sup>th</sup> of May 2023

### 1. Responsible Gaming

- 1.1. Responsible Gaming means the set of social responsibility initiatives to ensure the integrity and fairness of Games and to promote awareness of harms with Gaming.
- 1.2. To ensure the Company's social responsibility, the Company has appointed a Responsible Gaming Reporting Officer who is responsible for general overview of implementation of Responsible Gaming measures in the Company, communication and reporting to designated authorities.
- 1.3. We are trying to provide our Customers with a responsible gaming environment while assisting them to take all actions to ensure that their gambling experience is entertaining and safe as well as not turning into a financial burden.
- 1.4. We encourage all of our Customers to bet only within their budget means. It is important to be aware of the following:
  - 1.4.1. Minors are strictly prohibited from using the Company's website (any persons under 18 years of age).
  - 1.4.2. Use child protection software.
  - 1.4.3. Do not share your credit card details online with other people.
  - 1.4.4. Once setting a username and confidential password (consider updating the password, periodically), this can decrease the number of fraudulent access.
- 1.5. Our high Standards of Responsible Gaming prove the verification seal provided by the licensor.

### 2. Gaming Addiction and Gambling Problem

- 2.1. Online sports betting, casinos, poker, and games (including card games) are rapidly becoming more popular and with a wider range of choices and opportunities to bet. Online gambling has become a daily routine resulting in a high of pleasure. It is imperative to be aware of any chance in extreme behavior. Some points of measurements are:
  - 2.1.1. Maintain control of the money you spend gambling.
  - 2.1.2. Maintain control of time spent on gambling.
  - 2.1.3. Avoid chase losses.
  - 2.1.4. Only gamble money that you can afford to spend.
- 2.2. If you think that you may have any intentions resembling gaming addiction, please contact the nearest addiction center, as soon as possible or contact the Company which will seek for professional assistance to help with your addiction.
- 2.3. If you feel that you may have a problem with gambling, ask yourself the following questions:
  - 2.3.1. Have others ever criticized your gambling?
  - 2.3.2. Have you ever lied to cover up the amount of money or time you have spent gambling?

- 2.3.3. Do arguments, frustrations or disappointments make you want to gamble?
  - 2.3.4. Do you gamble alone for long periods?
  - 2.3.5. Do you stay away from work, college, or school to gamble?
  - 2.3.6. Do you gamble to escape from a boring or unhappy life?
  - 2.3.7. Are you reluctant to spend “gambling money” on anything else?
  - 2.3.8. Have you lost interest in your family, friends, or pastimes due to gambling?
  - 2.3.9. After losing, do you feel you must try and win back your losses as soon as possible?
  - 2.3.10. When gambling and you run out of money, do you feel lost and in despair, and need to gamble again as soon as possible?
  - 2.3.11. Do you gamble until your last money is gone?
  - 2.3.12. Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
  - 2.3.13. Do you feel depressed or even suicidal because of your gambling?
- 2.4. If you have answered 'yes' to all or some of these questions, the more likely it is that you have a gambling problem and may wish to seek help and advice through the addiction centers.
  - 2.5. There are many organizations that can provide support and assistance to people who developed a problem with gambling and we recommend that players contact a self-help organization for additional help.
  - 2.6. The following websites offer advice and guidance. Each one contains help line numbers and an e-mail address that you may contact if you would like to get confidential support and advice:
    - **BeGambleAware**, an independent non-profit charitable organization that provides services for the prevention and treatment of gambling addiction. By clicking on the link [www.begambleaware.org](http://www.begambleaware.org), you can check whether you may have problems with gambling and consult about the necessary help.
    - **GamCare**, a leading reputable organization providing advice, and practical assistance in resolving the social consequences of gambling in the UK can be visited at [www.gamcare.org.uk](http://www.gamcare.org.uk).
    - **Anonymous Players** is a community of men and women who have come together to solve personal problems related to gambling and to help other compulsive gamblers to solve their problems. There are regional representations of the organization around the world. Information about the services of Anonymous Players is available at [www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk).
    - **Gambling Therapy** provides support and advice for the gambling affected. Members of the group therapy gambling work in the UK, and abroad as well. Information about the site can be found at [www.gamblingtherapy.org](http://www.gamblingtherapy.org).
    - **Responsible Gambling Council (RGC)** is an independent non-profit organization. For over 35 years, it has been a leader in preventing gambling problems in Canada and around the world. On the RGC website [www.responsiblegambling.org](http://www.responsiblegambling.org) you can find targeted programs for both prevention and assistance in solving the problem of gambling addiction.
    - **Gamtalk** is a support community that helps people who need help with the problem of gambling. [www.gamtalk.org](http://www.gamtalk.org) community, you can get support from other Gamtalkers, find inspirational stories about recovering from a game problem, publish your own to inspire others. This is a safe place to share your thoughts, concerns, feelings, and inspiration regarding recovery.

### 3. Sitting Time Limitation

- 3.1. We offer a service that reminds our users of the time they spend on our website. If you wish to request that this reminder limit be addressed to your account please contact our Customer Support Department via e-mail [support@coinpoker.com](mailto:support@coinpoker.com).

### 4. Staying in Control

- 4.1. We want to get to know all of our Customers so that they can reveal their own, their whole and their secrets. Together we offer you a variety of ways to prevent an unhealthy gaming environment and adopt a problematic gaming policy. Please contact our Customer Support Department via e-mail [support@coinpoker.com](mailto:support@coinpoker.com) for further information.

### 5. Protection of Minors

- 5.1. If you share your computer with young children, make sure that information such as your username, password and credit card details are safe. If you need any help with this, please contact us via e-mail [support@coinpoker.com](mailto:support@coinpoker.com). You can also use software designed to prevent children from accessing your computer. In order to protect minors from accessing the site we recommend you install third party applications and/or Internet filtering software on your platform. Such applications can use to monitoring or restricting access of underage family members to the restricted content on the Internet. These include:

- 5.1.1. <http://www.cyberpatrol.com/>

- 5.1.2. <http://www.gamblock.com/>

- 5.1.3. <http://www.solidoak.com/>

- 5.1.4. <http://www.netnanny.com/>

### 6. Under Age

- 6.1. Account opening and/or gaming or betting for persons under 18 years of age is prohibited. The Company reserves the right to request users to prove that they are living with an official identity and to freeze their accounts until this is fulfilled.