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Recommendations for Responsible Gaming

1. Setting Deposit Limits

Why set a deposit limit?

Setting deposit limits is an easy and effective way of controlling how much money you spend on gaming.

How do I set a deposit limit?

You can activate a deposit limit by logging into your betting account, go to “My Account” and click on “deposit limits” menu. There you will find a full explanation on how to set up deposit limits per day, per week or per month, including all pertinent information as to how the deposit limit options work in practice.

Please don't hesitate to contact our Support Department's Responsible Gaming Division at rg@expekt.com should you have any questions or need assistance with setting your deposit limit.

Important Read Carefully

Kindly note that as part of our Responsible Gaming Policy if, following your request to set a deposit limit, you change your mind and you wish to revoke (remove) or increase your deposit limit, we will not act upon this immediately and it will take at least seven (7) days for us to process your request. The idea behind this is for you to have a cooling off

period wherein you may again change your mind and decide to keep the original set deposit limit. If you remove a set deposit limit, you will be able to add a new limit of a lower amount than the one removed. This lower amount will be effective immediately.

2. Behaviour

- Play when you are alert and as with any internet activity, take regular breaks.
- Don't play in combination with drinking alcohol or taking any medications that may influence your perception.
- If you are feeling down or depressed, do not play.
- Set personal limits on when you will play and the length of time you will spend playing.
- Tell someone you trust if you are feeling tense or nervous about your playing.

3. The reality of gambling/gaming

- Gaming can be both entertaining and profitable; however, we recommend that customers play in moderation and as a means of entertainment, not as a primary source of economic gain.
- Remember that they are part of a business for profit by the companies involved.
- You will never gain back any money lost.

4. Concerns about gambling/gaming

If you are at all worried about your patterns of playing or just want to know more about what your playing patterns say about you, see the link below to a self-help Toolkit that will give you information about gambling and help you to understand your readiness to change if you have a problem.

Take our test. It is confidential and anonymous.

If you click on the link below and complete the toolkit, the information you see is only for you. It is not visible to anyone else and no trace of it exists after you complete it. For the moment this toolkit is only available in English.

http://www.basisonline.org/selfhelp_tools.html

5. Self-Exclusion (block your account)

Why self-exclude?

Self-exclusion is an automated process that can be activated directly through your account. To activate this feature, log into your account and go to the My Account page, from where you can select the self-exclusion tab. From this page, you can select whether to self-exclude yourself on a temporary or permanent basis.

Please do not forget to apply for reimbursement of any credit amounts due to you. Customers who have requested to have their account closed permanently/indefinitely cannot ever reactivate them.

Please ensure that no funds are left in the wallets of any of our download products. Kindly transfer all funds to your main wallet i.e. sportsbook.

For the avoidance of doubt, our automated self-exclusion functionality is unable to prevent you from playing those funds remaining in any of our download product wallets. You may, however, request a transfer from our download product wallets to your main wallet prior to opting for the automated self-exclusion.

We shall, under no circumstances, be held liable for money spent in the download products during a period of self-exclusion.

Important Read Carefully

Kindly note that as part of our Responsible Gaming Policy if, following your request to block your account for a specific period (temporarily), you change your mind and wish to reactivate your account, simply log into your expekt.com account, using your usual credentials.

How do I self-exclude?

1. If the pre-defined period for closure has NOT passed, you will receive a message informing you that your account is currently closed. In this case the account may only be reactivated upon the lapse of the pre-defined period.
2. If the pre-defined period has passed, you will receive a message informing you that you that you will have to wait a further 7 days before you can again access your account.
3. Once the additional 7 day period has passed, you will be able to log into your account as normal, after confirming on the screen, that you wish your account to be re-activated.

The reason behind this procedure is that we are strongly committed to ensure that you gamble responsibly and therefore, we enforce a reality check period, during which time you may again change your mind and decide to keep the selfexclusion for the duration of the period which you originally set.

If we receive your first request for re-inclusion, but we don't receive your second request, then the self-exclusion will remain in place.

Pending Tournaments:

If, prior to the setting of a permanent/indefinite self-exclusion by a customer, that customer had paid a participation fee to participate in a poker or other tournament, we shall adopt the following procedure:

1. If the tournament has already commenced or if the tournament is about to commence within 48 hours from when the customer requested the permanent/indefinite self-exclusion, we shall not be able to refund the participation fee to the customer.
2. We shall return the fee paid to participate in the tournament if the tournament has not yet commenced and will not be commencing within 48 hours.
 - a. It shall be the customer's responsibility to contact our Customer Service Department's Responsible Gaming Division at rg@expekt.com in order to obtain a refund of the participation fee, if applicable.
 - b. Once a customer contacts the Responsible Gaming Division within our Customer Service Department, we will ensure that the participation fee is deposited into that customer's bank account, if applicable.
 - c. The participation fee cannot be deposited into the customer's expekt.com account. A customer may never re-open his account once he has opted to self-exclude permanently/indefinitely from our site.
 - d. Customers must provide their bank details and they must co-operate with the Responsible Gaming Division of our Customer Service department by providing all the requested information.

Pending Bets

If prior to the setting of a permanent/indefinite self-exclusion by a customer, that customer had placed a bet which is still pending, then we shall adopt the following procedure:

1. We cannot cancel that bet once it has been set.
2. We will honour the bet.
 - a. It shall be the customer's responsibility to contact our Customer Service Department's Responsible Gaming Division at rg@expekt.com if they know that they won a bet which they had placed prior to the permanent/indefinite self-exclusion.
 - b. Once a customer contacts the Responsible Gaming Division within our Customer Service Department, we will ensure that the winnings are deposited into that customer's bank account, if applicable.
 - c. Winnings cannot be deposited into the customer's expekt.com account. A customer may never re-open their account once they have opted to selfexclude permanently/indefinitely from our site.
 - d. Customers must provide their bank details and they must co-operate with the Responsible Gaming Division of our Customer Service Department by providing all the requested information. Customers who have blocked their account permanently/indefinitely may continue to play the fun games offered on our website, without the risk of losing any money.

Kindly note that in accordance with our General Terms & Conditions, in our absolute discretion and on a case to case basis, we may decide to close a customer's account.

If we feel that a customer has requested to be self-excluded and re-included and then self-excluded again for a prolonged period of time, we reserve the right to close that customer's account permanently/indefinitely and this in accordance with our Responsible Gaming Policy, where we feel that the customer shall benefit from a permanent/indefinite exclusion.

6. Cooling-off (short-term account block)

Why cool-off?

Cooling-off enables you to take a break from gaming on our site for a short period of time. This allows you to focus your time on other activities, such as studying or work commitments. By selecting our cooling-off option, you can opt to be excluded from our gaming services for 24 hours or 7 days.

How do I cool-off?

Cooling-off is an automated process that can be activated directly through your account. To activate this feature, log into your account and go to the My Account page, from where you can select the cooling-off tab. From this page, you can select whether to cool-off for 24 hours or 7 days.

Please be aware that you will be unable to access your account and any available funds will be frozen during this period.

Important Read Carefully

Kindly note that as part of our Responsible Gaming Policy if, following your request to block your account for a specific period (temporarily), you change your mind and wish to reactivate your account, simply log into your [expekt.com](https://www.expekt.com) account, using your usual credentials.

1. If the pre-defined period for closure has NOT passed, you will receive a message informing you that your account is currently closed.
2. If the pre-defined period has passed, you will receive a message asking you to confirm your request to reactivate your account, after which you will be able to log in as usual.

Please note that whilst making use of our cooling-off option, you may still receive marketing related materials. Should you wish not to receive these materials, you must untick the option in your account settings prior to opting for a cooling-off period.

The cooling-off option should not be used as a continuous measure of selfexclusion.

If you feel that you need more than a 7 day break, you should opt for selfexclusion.

For the avoidance of doubt, our automated cooling-off functionality is unable to prevent you from playing those funds remaining in any of our download product wallets. You may, however, request a transfer from our download product wallets to your main wallet prior to opting for cooling-off. We shall, under no circumstances, be held liable for money spent in the download products during a period of cooling-off.

7. Further responsible gaming actions from Expekt.com

7.1 Single product inactivation

Upon written receipt of a request from a customer to be inactivated from one product, our Customer Service Department's Responsible Gaming Division will automatically inactivate that customer in related products in accordance with the following:

1. If customer requests to be inactivated in Poker the following will also be inactivated:
 - o Poker
 - o Poker side games
2. If customer requests to be inactivated in Casino the following will also be

inactivated:

- o All Casino Products
- o Poker side games
- o Games
- o Live Casino
- o Bingo

3. If customer requests to be inactivated in Live Casino the following will also be inactivated:

- o Live Casino
- o Poker side games
- o Games
- o All Casino Products
- o Bingo

4. If customer requests to be inactivated in Games the following will also be inactivated:

- o Games
- o Poker side games
- o All Casino Products
- o Live Casino
- o Bingo

5. If customer requests to be inactivated in Poker side games the following will also be inactivated:

- o Poker side games
- o All Casino Products
- o Games
- o Live casino
- o Bingo

6. If customer requests to be inactivated in Sportsbook or Supertoto, the following will also be inactivated:

- o Sportsbook
- o Supertoto

7. If customer requests to be inactivated in Bingo, only the following will be inactivated:

- o Bingo

We trust that this re-confirms our continued commitment to constantly improve our Responsible Gaming Policy.

7.2 Revocation of Withdrawal Cancellation Option

As an additional function to help you to control your gambling, we have provided you with the option to disallow the cancellation of withdrawals. Using this option will prevent you from being able to cancel your withdrawal request and requested withdrawals will be processed in accordance with our General Terms and Conditions.

8. Limitations of Liability

We trust you understand that deposit limits, self-exclusion, the inability to cancel withdrawals and cooling-off are tools which we have developed over the years to assist our customers in gambling responsibly. We believe that these tools evidence our continuous commitment towards responsible gaming. While we

provide our best efforts to ensure that the measures we implement as part of our commitments to responsible gaming are error free, we trust you understand that human error cannot be completely excluded and we therefore solicit your full collaboration at all times. We take no responsibility for, and exclude any and all forms of liability whatsoever, in cases where you violate our terms and conditions by opening or attempting to open multiple accounts with us and/or by providing false and/or misleading data/personal details and/or by attempting to by-pass limits, functionalities, exclusions and/or other responsible gaming tools previously set and/or requested by you.

We shall, under no circumstances, be held liable for money spent in the download products during a period of cooling-off or self-exclusion