

# Responsible Gaming

*Titans Games N.V.*

Version: 2.0

Date: January 18, 2024.

## 1. Responsibility to our Players

1.1. Titans Games N.V. values its Players and is proud to be chosen as sportsbook and casino provider. The company's Responsible Gaming Program focuses on the social impact of gambling, upholding the following three conventions to:

- (i). prevent problem gambling;
- (ii). avoid underage gambling;
- (iii). ensure that the game is conducted fairly and transparently.

1.2. Titans Games N.V. recognizes that gambling can lead to negative consequences in some areas of some Players' lives. In light of this, Titans Games N.V. encourages responsible gambling, including by offering (i) limit adjustment and *cooling-off features*, (ii) guidance and *problem gambling*, and (iii) self-exclusion both internally and in local jurisdictions.

1.2.1. For employees, Titans Games N.V. offers mandatory annual training, especially for the editorial team and the customer service team.

1.3. Warning signs of problem gambling can include:

- (i). losing time from work, school or family due to betting;
- (ii). repeatedly failing in attempts to stop or control bets;
- (iii). borrowing money to gamble or pay betting debts;
- (iv). betting to escape from worries or problems;
- (v). neglecting self-care or family care for gambling;
- (vi). lying about the amount of time and/or money spent on betting;
- (vii). selling or pawning personal possessions to get money to bet;
- (viii). having feelings of hopelessness, depression, or suicide because of betting.

1.4. If you or someone you know is experiencing any of these warning signs, Titans Games N.V. encourages you to measure your level of gambling risk by taking a game risk test through the regulatory agencies available in your jurisdiction.

## 2. Limit Setting

2.1. Titans Games N.V. empowers its Players by offering multiple gaming and betting limit options so they can enjoy their gaming experience responsibly.

2.2. Each of the following responsible gaming options is available to Players. Players can use as many available options as they choose:

(i). **Deposit Limit:** ability to set a maximum deposit limit for a selected timeframe: daily, weekly, or monthly;

(ii). **Spending Limit:** set a maximum bet spend for a selected time frame: daily, weekly, or monthly;

(iii). **Daily Time Limit:** set the maximum time, measured in hours, that can be spent on an internet gaming system;

(iv). **Cool Off Time Limit:** Select when to take a break from a personal account for 3-30 days.

## 3. Commitment to Preventing Underage Gambling

3.1. A core aspect of Titans Games N.V.'s Responsible Gaming Program is the prevention of underage gambling. Players must present either a valid driver's license, national ID, passport, or any valid ID to register and wager at the Titans Games N.V. sportsbook website.

3.2. Titans Games N.V. will verify the Player's identity using a *Know Your Customer* (KYC) process.

3.2.1. If the data is validated and it is confirmed that the customer is not on a self-exclusion list and is of legal age to play in that jurisdiction, the account configuration will be approved.

3.2.2. If the KYC process fails to validate the customer, an alert message will be sent to the Titans Games N.V. Customer Service Team, who will contact the requesting customer to provide the necessary information to validate their identity .

3.3. Titans Games N.V. encourages dialogue between parents/adults and children about the risks of gambling, helping to ensure that they make responsible choices throughout their lives.

3.4. Titans Games N.V. advises Players to keep their login and account information secure.

3.4.1. Players should be aware of the possibility that children can access their accounts and passwords or use credit cards and personal information to create a fraudulent account.

3.5. Titans Games N.V. suggests downloading software that protects your computer from malware.

3.6. Some content control tools can block access to online gambling sites, so we recommend checking before contacting support.

3.7. Those responsible for minors should be alert to any signs that they may be involved in gambling. We recommend paying special attention to the following signs that may be reproduced by them:

- (i). they have friends who gamble regularly;
- (ii). are obsessed with the results of professional sports;
- (iii). lie or are secretive about gambling activities;
- (iv). borrow or take money from others to gamble;
- (v). take money or possessions out of the house;
- (vi). have lost interest in social activities and show general dissatisfaction;
- (vii). show unjustified euphoria, alternating with moments of sadness and loneliness;
- (viii). show a drop in school performance;
- (ix). show signs of apathy or nervousness when they don't have access to a computer or cell phone.

#### **4. Problem gambling support**

4.1. In case of problems related to gambling, we recommend looking for organizations that provide targeted support to dependents of this activity or to those who present problematic behavior in relation to it; and specialized health professionals.

4.1.1 Among the range of organizations that offer free and confidential advice on issues related to problem gambling, we suggest Gambling Therapy, which provides free online help. Support can be accessed via the website <https://www.gamblingtherapy.org/> or by downloading a smartphone app, available for iOS and Android operating systems.