

## **Responsible Gambling Policy**

Our Responsible Gambling policy is constructed to ensure that we, BetKudos are providing a clear option for users to reach out and limit their account, either to take a short break or to apply a permanent solution.

Ways in which we aim to fulfil our obligations for Responsible Gambling:

- Allow users to limit their account at any time. The current process for self-excluding is to email [support@betkudos.com](mailto:support@betkudos.com) stating you would like to self-exclude. Self-exclusion will be in effect for a minimum of 24 hours, you will not be able to log into your account or place bets during the entire period of self-exclusion. If you have self-excluded and cannot access your account, you must not attempt to or create a new account (multi-accounting). Doing so may result in seizure of funds. After the minimum 24 hours has passed, if you wish to reverse the decision, you must email us again stating that you would like to re-enable your account. If you would like to permanently close your account, we will send all funds (barring transaction fees) back to the last verified wallet address we have on our system.
- Provide useful links and resources to Customers to assist in finding help for Gambling addiction
- Upskill our staff on the ethical responsibility to ensure we always endeavour to meet our social responsibilities to our customers, whether that be with increased education on the subject, updating our processes and procedures to make the process as seamless as possible, and research to understand further ways in which we can assist those that struggle with problem gambling and/or addiction.

If you are considering self-excluding - then it probably is the right thing to do. Gambling should always be a recreational fun activity. Sometimes we will win and sometimes we will lose, but you must only bet what you can afford to lose. Betting funds that would cripple you emotionally and financially if lost is not a sustainable solution, and likely to make your situation worse. We urge you to step away from your device and take some time away from Gambling if this is the case.

We have found <https://www.begambleaware.org/> to be a useful resource to understand self-exclusion, limiting gambling exposure online and offline, whether that be software to block gambling sites or ways to limit your advertisement exposure.