

RESPONSIBLE GAMBLING POLICY

Introductory Remarks

This Responsible Gambling Policy (hereinafter referred to as the "Policy") outlines the practices and principles of Meridianbet Group (hereinafter referred to as the "Company", "Meridianbet", "Meridian Gaming", "Enterprise", or "Corporation") concerning the principles and practices to be implemented so that our players responsibly enjoy our services as a form of entertainment. The policy applies to all employees, department heads, and sector managers, pursuant to the provisions set forth in this document and applicable laws and regulations in each respective jurisdiction.

Proactivity Principle

Responsible gambling encompasses more than just addressing issues related to problem gambling. Studies from the EU and UK indicate that only a maximum of 2% of gaming and betting consumers are at risk of developing some form of harmful or problem gambling behavior. Therefore, responsible gambling policies should proactively establish procedures to prevent the potential negative impacts of gambling before they occur.

Fair and Credible Products and Services

Our paramount objective is to deliver gambling services responsibly. We are fully committed to fostering a safe, reliable, and transparent context in which gambling is taking place by implementing strict corporate standards and organizing conferences, debates, and informal dialogue with all the industry's stakeholders.

Security of Players

We particularly emphasize the protection of privacy (data protection), responsible processing of payment data, fairness, and the random nature of the products offered, which are monitored closely by independent authorities. These principles are particularly referred to in the advertising of new offers and promotions, as we promote only those services we can deliver.

Security of the Game

We strictly monitor any issues that may signal potential fraudulent behavior. Manipulation of bets and money laundering are crimes, not games. Our company is fully compliant with the national and EU AML Directives. In that respect, our company conducts regular training courses for the employees in charge of money transactions and check-ups.

Protection against gaming addiction

Betting should be considered a game and pastime, not a way to make money. However, we are aware that betting can lead to problems for a small group of customers. All the user data related to responsible gaming is dealt with by a dedicated support team within the customer support department, which provides the customers with recommendations to preserve a responsible approach to enjoying our offer.

“It Is Possible to Quit”

Our company has designed and implemented the project “It is possible to quit”. With more than 3,000 employees involved, this project took place in coordination with worldwide national health organizations in charge of problem gambling. The project’s main objective was to organize preventive training programs for employees in our betting shops and customer support departments, bearing in mind they are in regular, daily contact with customers, both in shops and online.

This approach proved to be the most efficient in treating negative issues of gambling as it both relies upon the expertise of medical staff and suggests all the employees contribute by behaving and reacting without any prejudice when faced with potential problem gamblers.

Protection of minors

As a zero-tolerance principle, Meridianbet implements the policy of absolute exclusion of minors from getting in touch and involving themselves in either retail or online offers. Written confirmation of the age (date of birth as stated in the ID document) is, therefore, a mandatory procedure upon registration as well as upon the first withdrawal of funds initiated by the customer.

Our customers are strongly advised to install software that enables them to block and filter web traffic to prevent minors from reaching betting and gaming websites.

Deposit and Loss Limits

For all customers, we offer a variety of self-protection measures to make sure the user experience remains responsible.

All our customers have the opportunity to reduce their deposit limit to an amount below the standard limit. Any request to increase personal deposit limits can only be processed after the lapse of 24 hours at the earliest, whereas a request to reduce the limit will be implemented immediately.

Customers can also set the limit of the funds available for deposit and bet for the 24-hour, week, or month period.

Time-out feature

Meridianbet offers all customers the possibility of the Time-Out feature, be it for 24 hours, 7 days, or six weeks. During the time-out, customers are only permitted to withdraw any remaining funds from the account balance.

Self-exclusion

Our customers can exclude themselves from further interaction with the services in our shops or website for one day, up to five years, or indefinitely.

Self-exclusion can be extended as many times as deemed necessary by the customer. During self-exclusion, the customer's remaining account funds are at their disposal for withdrawal at any time. The customer is removed from our marketing database and is strongly advised to consider self-exclusion from all other gambling operators they may have an account.

Problem Gambling Support

We understand the challenges and the profound impact that problem gambling can have on individuals and their loved ones. We believe in providing the necessary support to our customers who might be struggling with these issues. For this reason, we actively encourage individuals to seek professional assistance and provide links to external resources such as national and international gambling support organizations on our platform. These resources offer confidential advice and support, helping our customers navigate any difficulties they may be facing.

Employee Training

Our staff plays a crucial role in promoting responsible gambling values and practices. We invest heavily in training our employees to identify and understand signs of problematic gambling behavior in users. Our comprehensive training programs equip them with the skills needed to intervene appropriately when faced with potential problem gambling situations. As the project "It Is Possible to Quit" demonstrates, they are trained to follow established protocols for reporting these instances so that they can be promptly and effectively addressed.

Policy Update

The company may update this policy from time to time to reflect changes in our responsible gambling practices, standards, legal requirements, or other factors. We inform our users about the provisions and encourage them to periodically review this policy to stay informed about our commitment to protecting their gaming experience.