

MINTSPORTS PTY LTD

RESPONSIBLE GAMBLING POLICY

RESPONSIBLE GAMBLING

MintSports Pty Ltd, trading as MintBet, Bet Alpha, Bet Buzz, Ripper Bet, Dragon Bet, offers a betting service that is fun and entertaining to our customers, however for some people gambling can have negative impacts. We want you to enjoy your gambling and bet responsibly and not let your gambling become a problem.

This Policy is developed to communicate our approach to responsible gambling and minimising harm to consumers who may be vulnerable to problem gambling.

"Responsible Gambling" is a broad concept that aims to ensure gambling is conducted in a manner where the potential for harm associated with problem gambling is minimised.

Responsible gambling aims to ensure:

- (a) individuals can gamble for pleasure and entertainment but are aware of the likelihood of losing and understand the associated risks;
- (b) that those individuals can exercise control over their gambling activity; and
- (c) that gambling activities occur in balance with other activities in their lives so as not to cause problems or harm to themselves or others.

MintSports acknowledges its responsibility in the shared nature of responsible gambling. MintSports is aware of the importance of generating awareness of the risks associated with gambling and creating and promoting environments that prevent or minimise problem gambling.

If you want to stop yourself from gambling with MintSports or any Northern Territory (NT) sports bookmaker or betting exchange operator, you can apply for self-exclusion online or utilise the National Self-Exclusion Register called 'BetStop' which enables you to self-exclude from all betting services across Australia. You can register with BetStop by visiting this [link](#).

WHAT IS PROBLEM GAMBLING?

For the majority of people, gambling is fun entertainment and a recreational activity. But for some, gambling can have negative impacts and affect individuals, their friends and family. At MintSports, we want our customers to enjoy our betting services in a safe and responsible manner and to be in control at all times. MintSports is committed to helping customers understand what responsible gambling means and helping customers to identify if they are losing control over their gambling and should consider seeking assistance.

Problem gambling is characterised by difficulties in limiting money and or time on gambling which leads to adverse consequences for the person gambling and often those around them. The negative consequences or signs of problem gambling may include some of the following:

- suffering excessive financial losses relative to your means (including unpaid household bills, credit card debts or loans);
- adverse personal effects on yourself (such as anxiety, depression or stress from your gambling behaviours) and/or your friends and family;

- feeling pushed towards gambling in times of distress;
- adverse effects on employment and work performance (including missing work, having trouble concentrating at work or gambling during work);
- feeling significant distress at ordinary gambling losses, followed by an urge to immediately gamble again and/or to win back what you have lost;
- spending the entire amount deposited into your account in a short space of time;
- gambling even the final small amounts deposited into your account (e.g. betting down to the final dollar);
- being dishonest to friends and family about the amount of money deposited into your account and/or the amount gambled;
- being criticised by others, such as friends and family, for your gambling behaviours;
- lying, stealing or borrowing to get money to gamble further;
- feeling a reluctance to spend “gambling money” on anything else;
- losing the ability to maintain an overall healthy and balanced lifestyle due to spending an excessive amount of time and/or money gambling;
- regretting the amount of time or money lost or wasted due to gambling; and
- other costs which are borne by the community.

We want you to enjoy betting and, hopefully, winning but we need you to be aware that gambling involves chance and the outcome is not in your control, regardless of how much you may know about the sports or activities you are betting on. It is important that you also realise the potential impact of gambling under the influence of alcohol or other substances, each of which MintSports strongly discourages.

MintSports has some useful tools, outlined below, as well as the tips below to support you continuing to gamble responsibly.

- Gambling should be a part of your social life without dominating it.

- Control your gambling. Management of your finances, including awareness of expenditure on gambling.
- Once you have lost a bet move on. Chasing lost money is not a successful tactic.

We highly recommend using this gambling self-assessment tool available at: <https://www.gamblinghelponline.org.au/take-a-step-forward/self-assessment/problem-gambling-severity-index-pgsi/#/?k=ei9ccw>

CUSTOMER CARE PRINCIPLES AND RESPONSIBLE GAMBLING

We aim to consistently care for our customers and promote responsible gambling practices. Gambling generally should be a pleasurable form of entertainment and aim to achieve a balanced approach in using wagering services.

MintSports has the following practices to assist customers manage their gambling:

- allowing customers to set a betting limit on their account;
- allowing customers to self-exclude (either temporarily or permanently) from betting with us;
- allowing customers to block themselves (either temporarily or permanently) from their account;
- providing Responsible Gambling information and messages on our website;
- engaging our staff about Responsible Gambling, including regular Responsible Gambling training covering red flag behaviours as well as managerial staff obtaining advanced training on identification and intervention techniques for problem gambling;
- referring any customers who are at risk of problem gambling to gambling-related support services; and
- compliance with our legislated responsible gambling obligations.

Using these practices, MintSports aims to:

- minimise the extent of gambling related harm to individuals and the broader community;
- enable customers to make informed decisions about their gambling practices;
- enable people adversely affected by gambling to have access to timely and appropriate assistance and information;

- promote a shared understanding between individuals, communities, the gambling industry and Governments of responsible gambling practices; and
- ensure the gambling industry provides safe and supportive environments for the delivery of gambling products and services.

HOW CAN WE HELP?

In addition to the practices outline above, you can prevent or stop problem gambling while betting with MintSports by:

- telling us that you are experiencing issues with your gambling;
- contacting support or emailing us at support@mintsports.com.au for assistance with setting betting limits on your account, to discuss your gambling behaviours privately and to seek help to block yourself (either temporarily or permanently); or
- self-excluding (either temporarily or permanently) from betting with us.

If you are considering self-exclusion or blocking yourself from your account on a temporary or permanent basis, you should contact all gambling companies with whom you have accounts and ask to also self-exclude with or block yourself from them or use the BetStop service.

Where a customer has elected to self-exclude or block themselves from our services (whether on a temporary or permanent basis), MintSports uses all reasonable efforts to prevent the use of the existing account or the opening of a new account by that customer. If you self-exclude or block yourself, you must not attempt to open an account or place any bets with us. If you do so you will be fully liable for all activity and bets placed on your account and you agree to indemnify MintSports accordingly in relation to any direct or indirect loss, damage, costs and expenses which MintSports may suffer or incur as a result.

Please note that our brands treat temporary breaks separately (MintBet, Bet Alpha, Bet Buzz, Ripper Bet, Dragon Bet). As such, any break you take on one of our platforms will not be considered on the other platform, and vice versa.

If you would like to exclude from multiple wagering operators, the NTRC manages multi-operator self-exclusion scheme for all wagering operators licensed in the NT. Click below for access to the NT self-exclusion form:

<https://nt.gov.au/industry/gambling/gambling/self-exclusion-from-a-sports-bookmaker-or-betting-exchange-operator>

Keep track of transactions

You can access a full history of bets and transactions, withdrawals and deposits in the My Account section of our website, or via email at support@mintsports.com.au or via live chat here.

Promotion of services and minors

MintSports does not market to individuals where it is aware that gambling has become a problem for that person. We also do not market or promote our services to persons who have not attained the age of 18 years. It is illegal for anyone under the age of 18 to open an account or to place a bet with MintSports.

MintSports takes its age verification responsibilities very seriously. We may ask for information to verify your age and could restrict or suspend your account until your age is confirmed. Means by which you can prevent minors from accessing your account include the following:

- keep your username, password and deposit details secure and out of reach;
- do not save your password or use auto-fill on your computer or other device;
- educate your children about the legality and potential damage of underage gambling if you suspect they might be considering gambling; and
- refer to the Parental controls and filters clause below, particularly the resources cited.

Parental controls and filters

Filtering solutions allow parents to regulate access to the internet, based on chosen criteria. Parents can use filters to prevent their children from accessing, among other things, gambling websites. Filtering solutions being used to prevent gambling access can detect our website content and block our pages. If you share your computer or other device with friends or family who are under the legal age to register or bet with MintSports, please consider parental and other filtering solutions such as:

- Net Nanny
- Cyber Patrol
- Gameblock
- Betfilter

CONTACT INFORMATION

There are a range of support services available to any person who may be affected by gambling. These include:

Organisation	Website	Telephone
Gambling Help Online	https://www.gamblinghelponline.org.au	1800 858 858
Gambling Help NSW	http://www.gamblinghelp.nsw.gov.au	1800 858 858
Wurruwi Gambling Help NSW support for Aboriginal people by Aboriginal counsellors	https://www.gambleaware.nsw.gov.au/i-need-support/id-prefer-an-aboriginal-service	1800 858 858
Victorian Responsible Gambling Foundation	https://responsiblegambling.vic.gov.au	1800 858 858
Gambling Help Queensland	https://www.gamblinghelpqld.org.au/	1800 858 858
Problem Gambling South Australia	https://problemgambling.sa.gov.au	1800 858 858
Gambling Support Tasmania	https://www.communities.tas.gov.au/disability-community-services/gambling	1800 858 858
Gambling Help Western Australia	https://www.gamblinghelponline.org.au/services-in-your-state/western-australia	1800 858 858

Organisation	Website	Telephone
Gambling Help Northern Territory	https://www.gamblinghelponline.org.au/services-in-your-state/northern-territory	1800 858 858
National Debt Helpline	https://ndh.org.au	1 800 007 007
For people that are outside Australia, the resources listed opposite may be able to assist you.	https://www.gamblersanonymous.org/ga/ https://www.begambleaware.org/ https://www.gamblingtherapy.org/ https://www.helpguide.org/articles/addictions/gambling-addiction-and-problem-gambling.htm	
BetStop – the National Self-Exclusion Register™	https://www.betstop.gov.au/	1800 238 786

You can access a range of self-assessment tools and services from the Gambling Help website and counselling service if you need help to get your betting under control.

CODES OF PRACTICE

The Northern Territory and some Australian states have set codes of practice that apply to gambling and gambling providers providing services in their jurisdiction.

The [Northern Territory Code of Practice for Responsible Service of Online Gambling 2019](#) applies to MintSports as a bookmaker licensed by the Northern Territory Racing Commission.

The following Codes of Practice published by Consumer & Business Services South Australia have been adopted by MintSports in relation to its South Australian based customers:

Codes of Practice South Australia	Website
Authorised Betting Operations Gambling Code of Practice	https://www.cbs.sa.gov.au/documents/authorised_betting_operations_gambling_code_of_practice.pdf
Gambling Administration Guidelines – Inducements and complimentary gambling products	https://www.cbs.sa.gov.au/documents/gambling_administration_guidelines.pdf
Gambling Administration Guidelines – Activity statements and gambling account detailed transaction history	https://www.cbs.sa.gov.au/documents/abo_gag_activitystatements.pdf

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Revision history

No	Version	Date of revision	Changes and Reference
1	1.0	01.04.24	Initial launch
2	2.0	22.05.24	Initial Launch – additional link to NT form
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