

**Sovereignty SRL**

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**Responsible Gambling Policy**

## Version Control

Prepared By	Reviewed/Approved By	Revision Number	Approval Date
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# 1 Introduction

Sovereignty SRL (“We”) are committed to responsible, safer gambling. We promote gambling as an enjoyable leisure activity, and we believe that gambling can only remain this way if you stay in control and gamble responsibly. However, we know that for some people gambling can stop being a harmless leisure activity and therefore become a problem.

We encourage you to only play with what you can afford, and an amount which you find enjoyable to gamble with.

Our Policy is to take a considered approach to offering support to any Customer, for example recognising the signs of problem gambling and protecting potentially vulnerable customers.

We will offer support and provide help to anyone who requests it, and to anyone who is or appears to be affected by problem gambling in a confidential, transparent and compassionate way.

We also require that all staff and associated Third Parties (“TPs”) uphold the values of this Policy and comply with the Tobique Gaming Commission (“TGC”) Gaming Act 2023, in addition to all other applicable legislation and regulation, to ensure that they understand and enforce the importance of socially responsible gambling.

This document therefore outlines the Company’s policies towards the various aspects of responsible gambling.

## 2 Fair & Open Gambling

We believe in ensuring that the promotion of all games is done in a fair, open and compliant way. It is our policy to ensure that all materials are written clearly and easy to understand, with the terms of the game made clear.

## 3 Protecting Vulnerable Customers

It is our Policy that only persons aged 18 years or over, (unless otherwise dictated by local law) are permitted to register. You will need to affirm your own age as part of the registration process and may be requested to provide evidential documentation.

Further to this, it is our Policy that Customers who are vulnerable or potentially vulnerable should be protected from the potential harm caused by gambling. All customer facing personnel are trained on how to recognise vulnerability and how to politely disengage from a sales conversation and, where necessary, provide information on where to obtain further support.

## **5 Customer Interaction**

Customer interaction refers to how we will identify Customers who may be at risk of developing problems with gambling, or who may exhibit behaviour, appear vulnerable, or request to exceed the pre-set limits of entry.

It is our policy to train and educate all customer facing personnel on responsible gambling. Training will include the identification of potential issue indicators which will help to support individuals who may have an issue with gambling.

## **4 Self Exclusion**

If you feel you are at risk of developing a gambling problem or believe you currently have a gambling problem, please consider using Self-Exclusion which prevents you gambling with Lottos1 and all associated alias for a specified period.

### **4.1 What Happens When You Self Exclude?**

During a period of Self-Exclusion, you will not be able to use your account for betting and gaming, although you will still be able to login and withdraw any remaining balance. It will not be possible to re-open your account for any reason, and we will do all it can to detect and close any new accounts you may open.

### **4.2 Next Steps**

Whilst we will remove you from our marketing databases, we also suggest that you remove Lottos 1 (azplay.com or azbillions.com aka “Alias”) from your notifications and delete/uninstall all connected apps and downloads as well as blocking/unfollowing our social media accounts.

You may also wish to consider installing software that blocks access to gambling websites.

## **5 How Do I Gamble Responsibly?**

- View gambling as a form of entertainment and not a source of income.
- Only gamble what you can afford to lose. You can use deposit limits to help manage the amount of money you spend.
- Never chase your losses, as this can lead to problems.
- Monitor the amount of time you spend playing.
- Balance gambling with other activities. When gambling becomes your only form of entertainment you should stop and consider whether you are still having fun.
- Take regular breaks from gambling. Gambling continuously can cause you to lose track of time and perspective.
- Do not gamble when under the influence of alcohol or when you are upset or depressed, as it can impair decision-making; and,
- Understand your chance of winning and how the product works.

## **6 Contact Information**

Contact Service Team- [help@Sovereignty.com](mailto:help@Sovereignty.com)