

Supreme Ventures & Responsible Gaming

Commitment

Supreme Ventures Limited is committed to Responsible Gaming. We promote gaming as an entertaining activity for gamers 18 years and older. As part of the company's commitment to promoting responsible gaming, we are staunch and supportive partners of Rise Life Management Services Limited, the only organization of its kind in Jamaica which deals with counselling and behavior change for persons with addictions of any kind. We are annual supporters of their campaign against underage gambling.

Our products are a source of entertainment, and as such we encourage gamers to use discretionary spend when gaming, or use funds that they can afford to dedicate to playing. When the fun is done, that's usually an indication that it's time to stop.

We also train every SVL team member on addiction, how to spot it in themselves, friends or family, to be able to (self) diagnose where potential issues are so that they can seek assistance.

Problem gambling occurs when the activity begins to affect a person's behaviour, family and other relationships, health and finances, among others.

Responsible Gaming features of JustBet Mobile Betting Platform

- Underage gaming is prevented using a 2 prong approach. During the initial required mobile betting account registration process, the date of birth entered by the new player is first validated to ensure that the person is at least 18 years of age. Once this initial validation is completed successfully, this date of birth entered by the new player is then further validated against the player's actual date of birth captured in the Quisk system based on the KYC documentation submitted to NCB, which must match. New players will not be able to successfully register for a mobile betting account if both of these age verification system validation checks are not completed successfully. In addition to these system validation checks, there is also a check box that the new player must select confirming that he / she is at least 18 years of age in order to be able to successfully complete the mobile betting account registration process.
- Registered players have the ability to set their own daily / weekly / monthly betting limits up to the respective maximum global limits set by SVL. Players can reduce their respective individual betting limits independently via the mobile betting application system. Limit reductions are effective immediately. Players can also increase their respective individual betting limits. However, these limit increases are not effective immediately. There is a standard 'Cooling off period' wait time of three (3) calendar days for all player limit increases to be effective.
- Registered players have the ability to be self-excluded for a desired specified time period. The player simply makes contact with the SVL Customer Support Team and requests to be self-excluded. Once the requested self-exclusion feature is activated, the player will not be able to place a bet until the specified time period has expired.

Gaming Limits

We at Supreme Ventures would like you to enjoy your JustBet Mobile betting experience similarly as how you enjoy your betting experiences at our retail offices. We are always working with our regulators, The Betting, Gaming & Lotteries Commission (BGLC) and our partner Rise Life Management Services Limited, to ensure that we offer the right controls to ensure players enjoy our gaming product offerings responsibly. While there are System Controls in place, players are also given the controls below to allow them to manage the time and money they spend on gaming. These controls include:

a. Daily Transaction Limits

Daily Transaction Limits are set to establish the maximum amount players can spend in one day. Along with our Daily Limits, we encourage players to set Daily Limits of their own to manage the amount of money that they spend per day. Players can decrease their Daily Limits at any time and this will be applied immediately. Players who increase their Daily Limits will have to wait three (3) Days before the increase is applied.

b. User Limits

User Limits are established in the system that sets the maximum amount players can spend in one day, one week and one month. **These are established System limits which can never be exceeded.** Players are able to set their own User limits which cannot exceed the System limits. We encourage players to set User limits of their own to manage the amount of money they can afford to spend in one day, one week and one month.

c. Self-Exclusion Programme

The Self-Exclusion programme allows players to remove themselves from gaming for a particular period of time. Players can request the Self-Exclusion programme for a set period of time, for example, one week or one month. Persons are encouraged to enroll in the Self-Exclusion Programme for a number of reasons, including:

- i. If they feel that they are developing a gambling problem
- ii. To ensure that they do not spend money needed for other priorities
- iii. To provide themselves with a break (time-off or time-away) from gaming
- iv. To allow them to spend time doing other activities with family and friends

During the period of Self-Exclusion, players will not be able to play until the Self-Exclusion period has expired, however, players will be able to access their Betting Accounts and Account Balances.

d. Betting Account Closure

Betting Account Closures are granted to players who have decided that they do not wish to play anymore of our products, and would like to cancel their account. Players can request to close their accounts at any time and this will be immediately applied.

e. My Financial History

My Financial History enables players to keep track of their activity and financial transactions over time. They can view their deposits, spending and wins over a particular period. This information will enable them to make informed decisions about their gaming.

f. Where to seek Help

Players who believe they may have a gambling problem, please contact:

Rise Life Management Services

57 East Street

Downtown Kingston

Tel: 967-3777-8

Counselling Lifeline: 1-888-991-4146

Website: <http://www.risejamaica.org/>

TIPS FOR RESPONSIBLE GAMING

As promoters of responsible gaming, please see the tips below provided by Rise Life Management Services, which are to be observed at all times when gaming:

- Decide ahead of time how much money you have to game with. Try to establish limits on how much you will spend; and only spend what you can afford to lose.
- Make informed decisions about your gaming activities - Know and understand the odds.
- Treat gaming as a form of entertainment, rather than a way to make money.
- If you win big, enjoy! But remind yourself it does not happen every day.
- Don't use gaming to avoid negative feelings or situations, such as anger, hurt, disappointment, frustration, depression etc.
- Keep track of how much time and money you spend on gaming. Set a time limit on how long you will game.
- Take your family and friends seriously. If they are worried about your gaming, they might be seeing something you don't see.
- Only use your own money to game. **Don't borrow.**
- Realize that in most forms of gaming, you have no control over the outcome of the game - It's random and happens by chance.
- When gaming, take breaks. Walk around, eat, or go outside to clear your head. Keep your head clear when you game.
- Don't chase your losses.
- Do not game with money set aside to pay everyday expenses
- Talk to someone you trust if you are concerned about your gaming
- Don't game if you are under the influence of alcohol or any other substance.
- Don't game to try to escape from problems, stress or boredom in life.

HERE'S HOW TO KNOW IF YOU HAVE A PROBLEM SO YOU CAN GET HELP

Not sure you have a problem? Ask yourself the following questions:

- Have you lost time from work due to gaming?
- Has gaming ever made your home life unhappy?
- Do you ever game to get money with which to pay debts or otherwise solve financial difficulties?
- After losing, do you feel you must return as soon as possible and win back your losses?
- Do you often game until your last dollar is gone?
- Do you ever borrow to finance your gaming?
- Are you reluctant to use gaming money for normal expenditures?
- Does gaming make you careless of the welfare of yourself or your family?
- Do you ever or often game longer than you planned?
- Have you ever gamed to escape worry or trouble?
- Does gaming cause you to have difficulty sleeping?
- Do arguments, disappointments, or frustration create within you an urge to game?
- Have you ever considered self-destruction or suicide as a result of your gaming?

Answered yes to some, most, or all? **Please, seek help.**

If you or someone you know needs help with a gaming/gambling problem contact:

RISE Life Management Services
57 East Street
Kingston
Tel: 967-3777-8
Counselling Lifeline 1888-991-4146
Website: <http://www.risejamaica.org>

All Information Treated with the Utmost Confidentiality