

# Responsible Gambling

## GENERAL

playbet.io is here to provide an excellent and enjoyable gaming experience and recognizes our responsibility in preventing problematic activity. We advise all players to take into account the following, and not gamble irresponsibly:

- Play for entertainment, not to make money.
- Avoid chasing losses.
- Establish limits for yourself.
- Do not let gambling interfere with your daily responsibilities.
- Never gamble unless you can cover losses.
- Take breaks.

Ask yourself the questions below. If you answer “YES” to most of them, we strongly advise you to take action to prevent gambling from negatively impacting your life:

- Does gambling affect your work?
- Has gambling caused arguments with family or friends?
- Do you always return to win back your losses?
- Have you borrowed money to gamble?
- Do you see gambling as a source of income?
- Do you find it difficult to limit your gambling?

## HELP & SUPPORT

Below are independent organizations dedicated to helping those struggling with gambling problems. You can contact them at any time:

- [Gamblers Anonymous](#)
- [Gambling Therapy](#)
- [GamCare](#)

## HOW WE CAN HELP

If you are concerned about your gambling behavior, we recommend taking a break by excluding yourself from your gaming account. Self-exclusion will lock your account for a minimum of 6 months, and no promotional material will be sent.

Contact our Customer Support team at any time to request this, and they will assist you. A 7-day cooling-off period is also available. We further recommend that you contact all other gambling sites where you hold accounts and request self-exclusion there as well.

## **UNDERAGE GAMBLING**

Players must be of legal gambling age in their jurisdiction (at least 18+) to play at playbet.io. It is each player's responsibility to be aware of the age restriction where they live and to confirm their legitimacy when creating an account.

We also advise parents to take the following steps:

- Password protect computers, mobile devices, and tablets.
- Do not leave devices unattended when logged into your account.
- Ensure account details and credit cards are inaccessible to children.
- Do not save passwords on devices. Write them down and keep them out of reach.
- Install filtering software (e.g., Net Nanny) to prevent minors from accessing inappropriate sites.

## **COMPLAINTS**

Anjouan Licensing Services Inc. should only be contacted when players believe an Operator is in breach of their license. All disputes with Aurevia Digital Ventures Ltd. (such as payout delays, blocked accounts, or technical issues) must first be raised directly with us.

If no resolution is found, you may contact one of the independent bodies listed on playbet.io. If the complaint relates to a licensing breach, you may contact Anjouan Licensing Services Inc. directly through their Player Support channel or by using the "File a Complaint" button in the seal displayed on playbet.io.

All complaints must include full details and be submitted in writing via email to ensure they are correctly recorded and investigated.

## **SELF-EXCLUSION**

All self-exclusion requests made through the "Self-Exclusion" button in the playbet.io seal will be processed confidentially. Information shared during this process will only be used to enforce the exclusion within the Anjouan Gaming network and will not be disclosed unless required by law or official investigations.

The self-exclusion applies solely to playbet.io and does not extend to other gambling operators outside this network.