



# PLAY

## NIOPLAY RESPONSIBLE GAMING POLICY

*Last Updated: March 2<sup>nd</sup>, 2025*

Nioplay is committed to promoting responsible gaming and providing a safe, fair, and transparent gaming environment. We recognize that while gaming is a form of entertainment, it should be enjoyed responsibly. This policy outlines our efforts to prevent problem gambling, protect minors, support at-risk players, and ensure compliance with responsible gaming best practices.

This policy includes comprehensive measures such as player protection tools, self-exclusion programs, risk-based intervention strategies, responsible advertising guidelines, and access to professional gambling support services.

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### 1. Responsible Gaming Tools

Nioplay provides players with a range of tools to promote responsible gambling and self-regulation:

#### 1.1 Self-Exclusion Program

- Players may voluntarily self-exclude for 6 months, 1 year, 3 years, or permanently.
- Self-excluded players cannot log in, deposit, or participate in any gaming activity until the exclusion period expires.
- Marketing materials and promotional offers are automatically disabled for self-excluded players.
- Nioplay allows third-party self-exclusion requests, provided sufficient evidence is provided that a player is experiencing gambling-related harm.

## 1.2 Deposit, Loss, and Play Limits

- **Deposit Limits:** Players can set daily, weekly, or monthly deposit limits to control spending.
- **Loss Limits:** Limits can be set on net losses over a period to prevent excessive financial exposure.
- **Session Limits:** Players can restrict their total gaming duration per session, preventing extended play beyond safe levels.
- **Cooling-Off Periods:** Temporary breaks (7 days, 14 days, or 30 days) can be activated to pause gaming activities.
- **Limit Decrease & Increase Rules:** Limits can be decreased instantly, but increases require a **24-hour cooling-off period** before taking effect.

## 1.3 Reality Checks & Session Reminders

- Pop-up reminders every 60 minutes notify players about their session duration and total spending.
- Mandatory breaks are enforced for players exhibiting excessive play durations.
- If concerning gaming patterns are detected over multiple days, Nioplay may impose temporary account restrictions or intervention measures.

## 1.4 Account History & Financial Tracking

- Players have access to their full transaction history, including deposits, withdrawals, and net gaming results.
- Monthly gaming activity reports are available on request.
- Automated financial self-assessment tools allow players to evaluate their spending patterns.
- Frequent limit increase requests or erratic spending behavior may trigger intervention from the Responsible Gaming Team.

## 2. Prevention of Underage Gaming

Nioplay has implemented strict age verification procedures via GeoComply and advanced security protocols to ensure only eligible players access our platform:

- **Government-Issued ID Verification:** Players must submit official identification to verify their age before they can deposit or play.

- **GeoComply Integration:** Nioplay uses **geolocation tracking technology** to verify a player's physical location and prevent underage users from accessing restricted regions.
  - **Behavioral Monitoring:** AI-driven analysis detects suspicious account activity that may indicate underage gaming attempts.
  - **Parental Controls & Family Education:** Resources are provided to help parents implement internet safety measures to prevent minors from accessing gambling sites.
  - **Immediate Account Suspension:** Any account flagged as belonging to a minor is **suspended immediately** pending further verification.
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### 3. Responsible Marketing & Advertising Practices

Nioplay ensures that all marketing, promotional campaigns, and affiliate partnerships adhere to strict responsible gaming principles:

- **No Targeting of Minors:**
  - Advertisements cannot feature cartoon characters, celebrities popular with minors, or language appealing to young audiences.
  - Nioplay does not place ads on platforms primarily aimed at minors.
- **No Misleading Promotions:**
  - Gambling is not advertised as a means to generate income or solve financial problems.
  - Promotions do not imply that higher spending increases the likelihood of winning.
- **Affiliate & Influencer Compliance:**
  - Nioplay ensures that all marketing partners adhere to ethical advertising guidelines and disclose responsible gaming disclaimers.
- **Advertising Placement Restrictions:**
  - Nioplay ensures that its ads are placed responsibly and avoids marketing through predatory or high-risk channels.

## 4. Responsible Gaming Support & External Resources

Nioplay connects players with reputable organizations that specialize in problem gambling support:

- **National Council on Problem Gambling (NCPG) – 1-800-GAMBLER**
    - A national helpline providing confidential assistance, referrals, and counseling for problem gamblers and their families.
  - **Gamblers Anonymous (GA) – [www.gamblersanonymous.org](http://www.gamblersanonymous.org)**
    - A global support network offering a **12-step recovery program** and peer-to-peer counseling for gambling addiction.
  - **National Center for Responsible Gaming (NCRG) – [www.ncrg.org](http://www.ncrg.org)**
    - A research-based organization dedicated to advancing responsible gaming practices and treatment programs.
  - **Financial Counseling Services – [www.nfcc.org](http://www.nfcc.org)**
    - Provides budgeting assistance and credit counseling for individuals struggling with gambling-related debt.
  - **Nioplay’s Responsible Gaming Advisors**
    - Dedicated internal advisors trained to assist players with gambling concerns, available via **live chat**, or email us at [support@nioplay.net](mailto:support@nioplay.net).
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## 5. Risk Scoring & Intervention Measures

Nioplay has implemented AI-powered risk scoring models to proactively detect problematic gambling behavior:

- Players are assigned a **risk score** based on deposit frequency, session length, loss chasing, and withdrawal behaviors.
- **Automated intervention messages** are sent when risky gambling patterns emerge.
- Accounts with **high-risk scores** may be contacted by Nioplay’s Responsible Gaming Team for additional support.

## 5.1 Customer Support Response Flowchart for Problem Gambling Cases

**Step 1:** Player reaches out for help or is flagged by the automated risk detection system.

**Step 2:** Responsible Gaming Team reviews the player's gaming patterns, financial behavior, and account history.

**Step 3:** If necessary, players are encouraged to set deposit/loss limits, enable self-exclusion, or seek external support.

**Step 4:** High-risk players are referred to certified gambling support organizations.

**Step 5:** A follow-up assessment is conducted within 7-14 days to evaluate the effectiveness of interventions.

**Step 6:** If problematic behavior persists, Nioplay may enforce temporary restrictions, account suspensions, or permanent self-exclusion.

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## 6. Final Commitment to Responsible Gaming

Nioplay is committed to evolving our responsible gaming initiatives through:

- **Regular compliance audits and AI-enhanced monitoring**
- **Continuous staff training on problem gambling interventions**
- **Collaboration with regulatory bodies and responsible gaming organizations**
- **Expanding research on player behavior and addiction prevention**

We encourage all players to engage in **safe, responsible gaming practices**. If you or someone you know is struggling with gambling-related harm, seek support immediately.

For more information, visit our **Responsible Gaming Center** at [www.nioplay.net/responsible-gaming](http://www.nioplay.net/responsible-gaming) or contact us at [support@nioplay.net](mailto:support@nioplay.net).

*Gaming should always be fun, fair, and within your control.*