

Do you gamble responsibly?

Most participants understand that gambling is entertainment and are able to keep control. However, some people may be susceptible to addiction problems with repercussions for themselves and those around them. Unlike with alcohol and drugs, it can be difficult for the gambler to realise on their own that they have a problem, due to the absence of physical symptoms of addiction.

In order to prevent excessive or pathological gambling behaviour, we provide our participants with these recommendations that can help them to better recognise the signs of dangerous behaviour:

Danger Signs

- Spending too much time playing.
- Spending more and more money on gambling.
- Seeing gambling as a good way to get rich.
- Borrowing money to gamble despite having difficulty repaying it
- No interest in other leisure activities.
- Neglecting family and friends in favour of gaming.
- Not worrying about the future, but only caring about recent gambling results.
- Playing more and more to recoup losses.
- Lying to others about your activities.
- Feeling unusually irritable, pessimistic, anxious...
- Feeling the desire to play in order to alleviate stress and the boredom of everyday reality.
- Neglecting or abandoning studies or work due to lack of interest and energy.
- Lying to yourself!

Our advice

Be aware that gambling consumes a lot of energy, sometimes more than we realise. Don't play too often, or for too long.

Tiredness and losses alter your ability to think clearly. Keep track of the time you spend gambling, so that it does not detract from your other activities.

Block access to online gaming halls to protect children and minors living under the same roof. Deactivate the storage of your passwords.

Set reasonable financial limits

Be wary of how easy it is to gamble all the time online.

Despite the relative ease of using a credit card online, always be aware of the value of the money you wager.

If you lose, don't say: "I'm going to make one last deposit to recoup all my losses...". Take your time, think clearly whether you want to play again. Never jeopardise your family, work or studies.

Do not look at gambling as an escape from family or personal problems.

If you feel you have a gambling problem, don't hesitate to ADMIT IT.

You do not have to be ashamed about it; focus on fixing the problem. To regain normal gambling behaviour, talk about it with a specialist or somebody close to you.

You could evaluate your level of risk performing the test found at

jugarBIEN

Do not hesitate to take a break if you feel you are losing control.

There are organisations that tackle pathological gambling. You can find a list of organisations available in your region, on the website of **FEJAR**.

If you need help, you can call 900 533 025 (anonymous, free and confidential).

Set your limits!

Apart from the limits defined during registration, Winamax offers numerous exclusive options to guide you in your gaming.

The imposition of limits in **your account** is an effective means to control your gaming habits. We recommend that you use the following tools.

Set or Change my Limits

You can check the status of your betting limits from your account via the Web, or directly at the gaming hall by clicking on “My Account” and “My Limits”.

The daily limits are reset at 00:00 every day.

The weekly limits are reset every Monday at 00:00.

The monthly limits are reset on the first day of the month at 00:00.

Do not hesitate to contact us at protection@winamax.com if you need help setting your betting limits.

Limits Imposed by Law

The law obligates operators to set deposit limits in user accounts. When opening a new account, these limits are set by default to:

Maximum daily deposit of €600

Maximum weekly deposit fixed at €1,500

Maximum monthly deposit of €3,000.

Any lowering of the deposit limit is effective immediately.

Any increase below or equal to the initial limit takes effect after 48 hours.

Any increase above the initial limit may be made provided that the following requirements established by law are met:

At least 3 months have elapsed since the last modification or increase above the limits pre-established by the law in force.

You pass the responsible gambling and addictive behaviour prevention test established by the DGOJ [Directorate General for the Regulation of Gambling]. It is authorised by the Winamax Department of Responsible Gambling. For this purpose, Winamax performs a historical analysis of your track record based on criteria established by the DGOJ. This analysis is related to your profile, the way you participate in the games and other criteria that allow us to conclude that you show behaviour that is far from addictive behaviour.

Limits Proposed by Winamax

The following betting limits are optional. Any lowering of these limits shall be effective immediately. Any increase is effective after 48 hours.

Maximum amount per deposit.

Maximum number of deposits per day / week / month that you are authorised to make.

Daily / weekly / monthly loss of money that you do not want to exceed in poker. *This limit takes into account your eventual winnings. Example: if you set a loss limit of €50 per day and you win €100, you will have a margin of €150 before reaching this limit.*

Maximum amount wagered (poker) per day / week / month. *This limit does not take into account your winnings or losses, but the total amount you have wagered at the gambling tables (tournament registrations / SNGs and cash game tables).*

Maximum blind amount in cash game.

Maximum tournament buy-in.

Unsanctioned tournament type (Crazy / Espresso and Espresso Nitro SNGs).

Type of unauthorised cash game (Short Track / Go Fast).

Maximum playing time per week, in hours (poker). *This limit is based on actual playing time (time spent sitting at a table). If you reach 75% of*

your limit or have only 30 minutes left, you will not be able to change it before Monday at 00:00.

Prohibition on cancellation of withdrawals.

Minimum reserve you want to keep in your account. *Amount you will keep in your Winamax account in case of automatic transfer. Example: you have set a maximum limit of €1,000 and a reserve of €500. If your balance reaches €1,200, a transfer of €700 will be made, leaving €500 in your Winamax account. Please note that bonus amounts are not taken into account.*

Maximum amount wagered (sports bets) per day / week / month. This limit does not take into account your winnings or losses, but the total amount you have wagered.

Daily / weekly / monthly money loss that you do not want to exceed (sports betting). *This limit takes into account your eventual winnings. Example: if you set a loss limit of €50 per day and you win €100, you will have a margin of €150 before reaching this limit.*

Take a break!

If you have problems controlling yourself while gambling or you think that gambling may have a negative impact on your personal well-being, we invite you to take the following test:

- Have you ever stopped working or studying because of gambling?
- Has gambling caused you to neglect your own or your family's well-being?
- Have you ever sold something or borrowed money to finance your gambling?
- Have you ever gambled until you lost your last euro?
- Have you ever played longer than you planned?
- Have you ever considered self-harming or suicide as a consequence of gambling?

If you answered "yes" to any of these questions, we invite you to visit the **Jugar Bien** website and use our self-exclusion tool:

Self-exclude me from the gaming hall

Once the self-exclusion has been validated, you will be immediately disconnected and will not be able to play on Winamax until the chosen date (maximum 3 months).

Self-exclusion is irrevocable. At no time will you be able to modify the duration of the fixed period.

If you wish, you can register in the **General Register of Gaming Access Bans**, in this way you will be banned from accessing both physical and online casinos and gaming halls.

SAFER GAMBLING

Gambling is a form of entertainment and should never put anyone in danger, especially young people. To this end, Winamax has established a comprehensive programme that respects and goes beyond the requirements of the law.

Winamax advises the use of “parental controls” through your internet service provider, or by downloading a free program that allows you to control access to online gaming rooms from your computer by children and minors. You will find more information on the following websites:

Windows 10

Apple

Rules

The Winamax poker and sports betting hall is strictly forbidden to persons under 18 years of age and to persons registered in the General Register of Gaming Access Bans.

It is not possible to use the same credit card on multiple Winamax accounts.

It is forbidden for a single participant to hold multiple Winamax accounts.

The registration of each participant is subject to strict checks (NIF [Tax ID] or NIE [Foreigner Identity Card] or identity card, proof of address, etc.).

Anyone creating a new account must tick the box indicating that they are over 18 years of age. This is to warn our participants that we do not accept participants under the age of 18.

When someone creates an account on our site, we collect their name, address and date of birth to confirm that they are at least 18 years old.

Any underage participant who provides false or incorrect information regarding his/her age may forfeit his/her winnings and may be subject to legal action and criminal prosecution.

Our marketing and advertising campaigns are not directed towards minors. Winamax at all times avoids attracting underage participants and it is against the values of the staff and the company itself.

Permanent access to the full transaction history.

Deposit limit €600 per day, €1,500 per week, €3,000 per month.

Provision of a self-exclusion tool.

Protective Measures

Winamax tries to warn new participants, through education and training. This is why it provides important educational content (Poker School, articles, videos, forums) with the aim of approaching poker from a competitive, reflective and convivial perspective, rather than focusing on luck or money.

The gaming hall's ambassadors, "Team Winamax", convey messages of moderation in order to fight against the potential dangers of gambling. Winamax is vigilant about the content of advertising messages and the type of promotions offered, in order to maintain a realistic approach to gambling. Winamax has an internal service dedicated to responsible gambling, the role of which is mainly to answer questions related to this issue, to take protective measures, to monitor implementation and to propose further improvements according to the cases encountered. The "Participant Protection" department constantly monitors participants at risk, based on numerous criteria (amount of bets, recurring deposits, excessive losses, etc.). If these checks reveal that the participant is excessive or pathological, he/she is contacted to inform him/her of the situation and provide him/her with appropriate assistance.

An ethics committee meets every quarter and reviews the implementation of the measures, their modification or any need for improvement.

Winamax.com staff are trained and aware of the problems caused by excessive gambling, as well as the signs that make it possible to detect it. E-mails from participants (or those close to them) alerting customer support about excessive gambling are treated as a priority.

As multiple deposits of money in a short period of time can be a sign of excessive gambling, the gaming hall will issue an automatic warning message in this case. As from the 4th deposit within 24 hours, regardless of the amount deposited, the participant will receive a message informing him/her of the situation and asking him/her to tick a box to cancel or continue. As from the 5th deposit, the participant will receive a proposal for self-limitation, a proposal for psychological assistance and a link to specific pages in the gaming hall dedicated to responsible gambling.

Winamax is in constant contact with the medical world and has established partnerships with addiction treatment centres. We subsidised a clinical research project developed by the Paul Brousse Hospital in 2013-2014.

For any questions regarding responsible gambling, do not hesitate to contact the Department of Participant Protection at protection@winamax.com.

Gambling should continue to be a pleasure. Do not let it destroy you!

