

In order to keep our customers safe when gambling with BetSquad, we have created this document to inform customers of the possible dangers associated with compulsive gambling and serve as a means of prevention to future cases of problem gambling.

Please read through this information in order to enjoy gaming with us, whilst staying responsible.

Restrictions regarding Online Gaming

Underage gambling is a criminal offense and any person under the age of 18 who engages in online gambling and any person who facilitates or enables someone under the age of 18 to gamble has committed a criminal offense and is subject to criminal prosecution and shall be prohibited from Online gaming.

Protection of Under 18's

BetSquad ensures we will verify your age during the registration process in order to exclude persons under the age of 18 from using our platform. We take this responsibility extremely seriously.

If you know someone under the age of 18 who is registered with us, please contact us immediately on 0203 289 6518

My Account

You MUST keep your password and email on sign up a secret and should not be shared with anyone. As an approved player, you are prohibited from allowing others to access your account. You are solely responsible for the security of your email address, password and all activities on your account.

If you suspect someone has gained unauthorised access to your account, notify us by email at info@bet-squad.co.uk or call 0203 289 6518

You can help us to further increase the safety of your account:

- Configure auto-lock features only your devices to protect them from unauthorised use.
- Keep your access details safe (user ID, password and your question and answer combination).
- Don't share your gaming account credentials, your credit card or bank account details.
- Don't leave the computer unattended when logged in.
- Do not use the 'Save password' option on log-in screens.
- Create separate profiles for everyone who uses your devices, so that nobody else can access your information.
- Change your password regularly.

If you have forgotten your password, you can reset it by clicking 'Forgotten Password?' from the Log In screen and following instructions.

Terms of Service

You can view the current version of our Terms of Service, on our website www.bet-squad.com or in the app under User Details and Settings

What is problem gambling?

Like smoking or drinking alcohol, gambling can turn into an addiction.

Unfortunately, it can be difficult to identify a problem gambler as one of the most common symptoms is deception; they will hide their problem. As a result, detection can come late and dire consequences could already be in progress.

It can become a cycle, where the gambler seeks relief via gambling, thus spiraling into deeper financial and emotional problems.

Compulsive gambling is a disease that does not discriminate. Anyone is susceptible regardless of gender, age, race or financial status. Fortunately, it is a disease that can be treated.

The warning signs:

- Sacrificing time from work or family in order to gamble
- Inability to stop betting
- Borrowing money to gamble
- Use of gambling as an emotional escape
- Self-neglect or neglect of family due to gambling
- Lying about time or money lost to betting
- Gambling more in order to recoup previous losses (chasing bets)
- Obtaining money for gambling by selling/pawning personal property
- Suicidal thoughts

Do I have a problem?

Only a trained specialist can diagnose clinical disorders. This page offers information which will allow you to quickly assess and consider your actions. If you can identify with four or more of the following, we recommend that you speak to a professional:

- Are you highly involved in gaming?
- Do your thoughts constantly turn to gaming?
- Are you constantly increasing your stakes?
- Even beyond your financial means?
- Have you unsuccessfully attempted to quit or cut down your gaming?
- Do you become irritated and frustrated after attempting to reduce the extent of your gaming?
- Does gaming serve as a means of getting away from problems or unpleasant feelings?
- Have you ever tried to win back losses by taking risks you usually would not take?
- Have you ever lied about the extent or success of your gaming?
- Has your gaming ever led to a negative impact on your relationships or your job?
- Have you ever been forced to rely on others to finance your gaming?

Personal limits

BetSquad provides several limit options to enjoy their gaming experiences responsibly:

- **Deposit Limit** – Set the maximum deposit limit for a selected time frame: Daily, Weekly, or Monthly.
- **Spend Limit** – Set the maximum spend limit for a selected time frame: Daily, Weekly, or Monthly.
- **Cool Off Time Limit** -Select if the player wishes to take a break from his or her account for 1 day to 1 month.

Self-exclusion

BetSquad can temporarily or indefinitely suspend accounts or you can self-exclude from further gaming if there are signs of gaming-related problems. You can temporarily suspend your account yourself for any period from 1 day to 1 month. If you wish to permanently

Prevention

By observing the following rules, you will be able to enjoy your gaming without misgivings:

- Gaming should be fun, and not a way of making money.
- Only play when you are relaxed.
- Take breaks.
- Keep track of gambling habits.
- Decide weekly or monthly gaming stakes in advance.
- Only gamble what you can afford to lose.
- Set deposit limits.
- Never play under the influence of alcohol or medication.
- Never play if you are feeling depressed.

Help is just a phone call away:

Information and treatment for problem gamblers is readily available.

Gamble Aware www.begambleaware.org 0808 802 0133

GamCare www.gamcare.org.uk 0808 802 0133