

RESPONSIBLE GAMBLING & SELF-EXCLUSION

1. INTRODUCTION

Betfred is committed to providing our customers with the finest entertainment experience available, in a safe and responsible gambling environment. We understand that gambling can become a problem for some individuals, and our self-exclusion policy is part of our comprehensive approach to responsible gambling. If you have further questions or need support, please do not hesitate to reach out to our customer support team or consult professional resources for help.

2. GAMBLING

Gambling is intended for adults and should be treated as such. We do not make gambling directly accessible to minors (individuals under 18 years of age). Only adult players are permitted to bet with Betfred, either in-store or registered online. It is the online account holder's responsibility to ensure that account login details are not accessible to underage individuals.

3. TIPS FOR RESPONSIBLE GAMBLING

Customers are encouraged to:

- Have a set budget
- Bet only what they can afford
- Understand the game, sport or event they are betting on
- Understand the risks, there's no such thing as a "sure thing or a sure bet"
- Set time limits
- Not chase their losses through further gambling
- Keep it fun, social and entertaining

4. PURPOSE

The purpose of this Responsible Gambling and Self Exclusion policy is to provide a clear and structured process for customers who wish to voluntarily exclude themselves from gambling activities. This document aims to promote responsible gambling practices and support individuals who may be struggling with gambling addiction or harmful gaming behaviors.

5. SCOPE

This process applies to all customers who wish to self-exclude from all gambling activities offered by our organisation, whether online or in-person.

6. WHAT IS SELF-EXCLUSION

Self-exclusion is a voluntary agreement between a customer and the gambling operator(s) whereby the customer chooses to restrict their access to gambling services for a specified period, or indefinitely by way of a submission to a Gambling Board. This initiative allows customers to take control of their gambling habits and is intended to help mitigate the risks associated with problem gambling.

7. WHO CAN SELF-EXCLUDE

Any customer who is 18 years or older can apply for self-exclusion. We encourage customers who feel they may have a gambling problem or addiction to consider self-exclusion as a proactive step towards recovery.

8. SELF-EXCLUSION & DURATION OF SELF-EXCLUSION

Self-exclusion for online account customers can be initiated on our website, under the Responsible Gambling menu of the customers online betting account/profile and offers different durations based on the customer's preference: Short-Term

Short-Term Self-Exclusion:	1 month
Medium-Term Self-Exclusion:	3 months
Long-Term Self-Exclusion:	6 months

It is important to note that once a customer has self-excluded via their online account, Betfred are unable to re-activate the customer's account and the customer will remain self-excluded until the selected time period has passed. Once the selected self-exclusion time period has passed, the customers betting account will automatically be re-enabled by our betting system and the customer can continue playing.

9. PERMANENT/INDEFINITE SELF-EXCLUSION

Retail or Permanent/Indefinite Self-Exclusion can be initiated by downloading and completing the Self-Exclusion Application form which is available on our website. The Customer is required to submit the completed application form to a Provincial Gambling Board, such application needs to be hand delivered to the Provincial Gambling Board – this is to ensure that the Applicant understands the terms and conditions of exclusion. The applicable Gambling Board will notify betting operators accordingly of the Customers Self-Exclusion request.

There are set regulations that we must adhere to when a customer self excludes. In these instances, we will close the account and in respect of an online account customer we will return any funds that are held on that account, subject to Section 16(2) of the National Gambling Act, 2004.

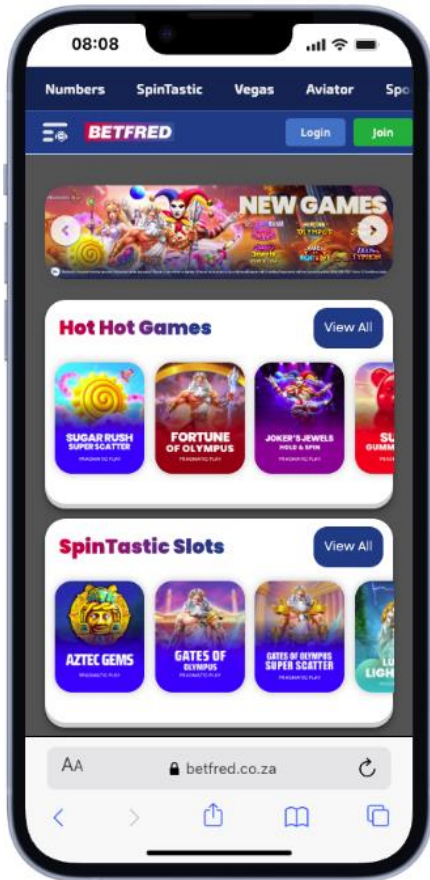
However, should there be instances where customers breach or circumvent their self-exclusion, in these instances, our policy is not to return any staked funds or winnings to customers.

10. HOW TO SELF-EXCLUDE AND SET DEPOSIT LIMITS

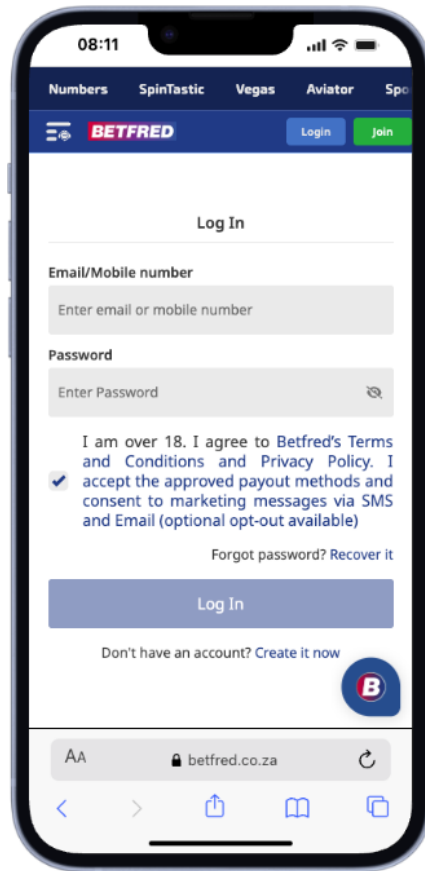
Customers are able to self-exclude through the following methods:

- Online Account Process: Customers can log into their online account, click on their profile and then navigate to "Responsible gambling" under the "My Information" menu where available periods for self-exclusion can be selected. A detailed step-by-step guide has been included below.
- Customers may also set daily, weekly or monthly deposit limits to control their spending. Once a limit is reached, customers will not be able to deposit more until the limit resets.
- Customer Support: Customers can contact our customer support team via email, live chat, or phone to request a self-exclusion application. The support team will guide the customer through the process, however we encourage online account customers requiring self-exclusion to follow the Online Process

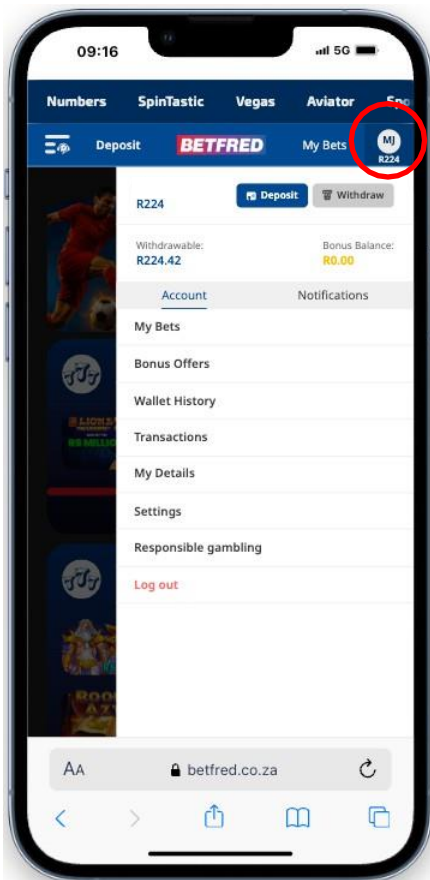
Step 1: Browse to betfred.co.za



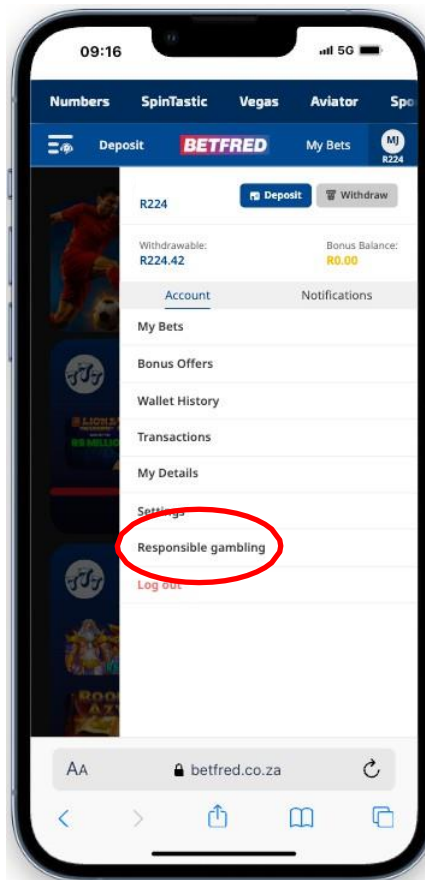
Step 2: Log into your Betfred account

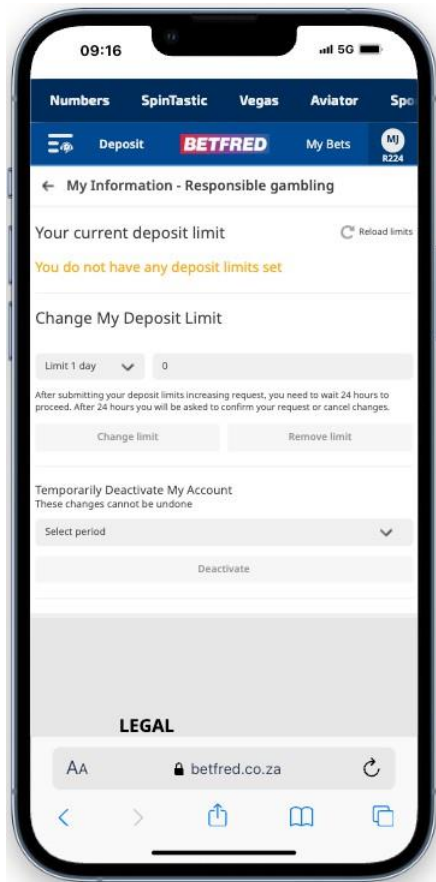
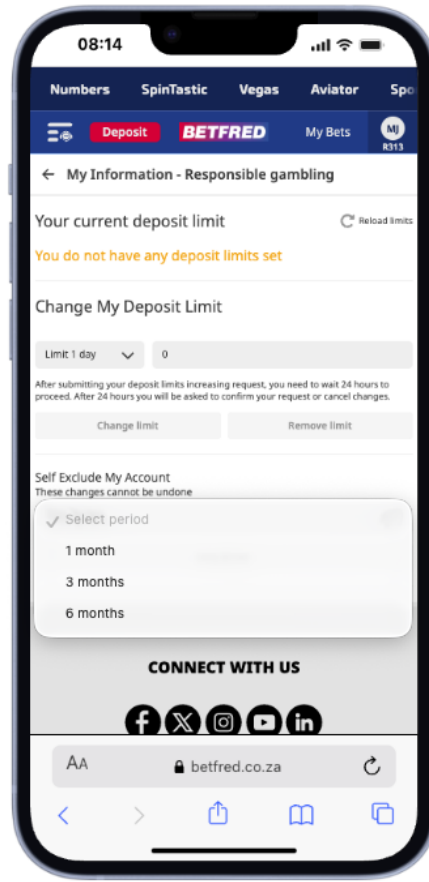
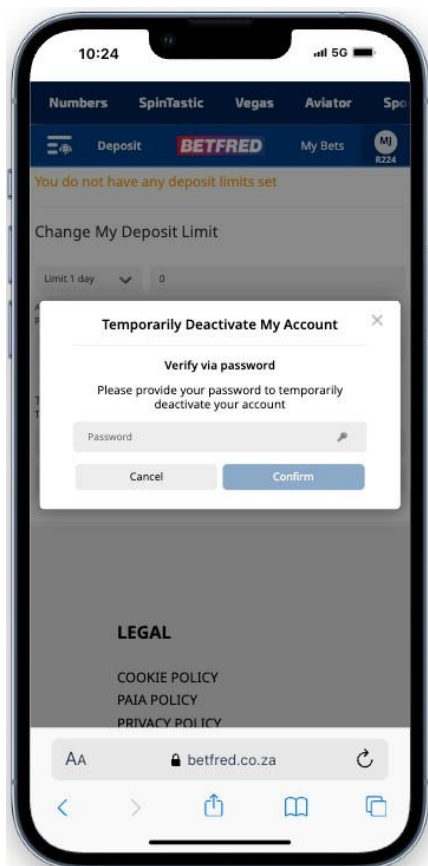


Step 3: Click on your profile (top right of screen)



Step 4: Click on Responsible Gambling



Step 5: Implement Deposit Limits or Self-Exclude**Step 6:** Select self-exclusion period & click Deactivate**Step 7:** Enter your password and click Confirm

11. IMPORTANCE OF SELF-EXCLUSION

We encourage customers to acknowledge that self-exclusion is an essential step if they feel that their gambling behavior has become problematic.

Customers are urged to:

- Reflect on their gambling habits and triggers
- Seek help from professional counseling services or support groups
- Use available resources to manage their gambling and emotional well-being

12. PRIVACY & CONFIDENTIALITY

All personal information gathered during the self-exclusion process will be kept confidential and held securely, in compliance with data protection laws. Information will only be shared with relevant personnel to implement the self-exclusion.

13. CONTACT INFORMATION

Betfred is a supporter of the South African Responsible Gambling Foundation (SARGF), and its website provides guidance on responsible gambling.

Customers who require assistance are encouraged to contact:

NAME	CONTACT NO.	WEBSITE / EMAIL / SMS
National Responsible Gambling Programme	0800 006 008 (Toll-Free)	https://responsiblegambling.org.za/
	076 675 0710	SMS/WhatsApp HELP
Betfred Customer Support	087 095 8862	support@betfred.co.za