

Responsible Gaming Policy

OnPoint Administration LLC

OnPoint Administration LLC, a Delaware limited liability company ("**OnPoint**," "**we**," "**us**," or "**our**"), operates OnPointCasino.com (the "**Platform**"). This Responsible Gaming Policy (this "**Policy**") explains our commitment to keeping the Platform a safe and enjoyable form of entertainment, the tools available to help you stay in control, and where to find confidential support if play stops being fun.

This Policy forms part of, and should be read together with, our Terms and Conditions (the "**Terms**"), Sweepstakes Rules, Bonus Policy, and Privacy Policy. Capitalized terms not defined in this Policy have the meanings given in the Terms.

Play should always be entertainment, never a way to make money. If you are worried about your play, or someone else's, confidential help is available 24/7 from the National Problem Gambling Helpline at **1-800-GAMBLER** (call or text) or by chat at **1800gamblerchat.org**.

Your Tools at a Glance

TOOL	WHAT IT DOES	HOW TO USE IT
Purchase limits	Caps how much you can spend on Gold Coins over a set period	Account settings or support
Session reminders	Alerts you after a chosen amount of time in play	Account settings
Cool-off	Pauses your Account for a short break	Account settings or support
Self-exclusion	Closes your Account to play for 6 months or longer	Support
Account closure	Closes your Account permanently	Support

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01 OUR COMMITMENT

We want the Platform to be a source of entertainment, not stress. We commit to:

- Providing clear, easy-to-use tools that help you stay in control of your time and spending;
- Acting promptly on every request to set a limit, take a break, or self-exclude, without asking you to justify it;
- Never penalizing you for using a responsible gaming tool;
- Training our support team to recognize and respond to signs that play may be causing harm;
- Marketing responsibly and never targeting minors, self-excluded players, or people who appear to be at risk;
- Keeping requests confidential and handling personal information in accordance with our Privacy Policy; and
- Making support resources easy to find on the Platform.

02 WHAT THE PLATFORM IS

The Platform is a social sweepstakes casino. Gold Coins are used for entertainment play only and can never be redeemed for anything of value. Sweeps Coins are never sold, are always provided free of charge, and may be redeemed for Prizes in accordance with the Sweepstakes Rules. **No purchase is ever necessary to participate or win**, and a purchase does not improve your chances of winning.

Please keep in mind: Outcomes are determined by chance, and there is no strategy that guarantees a Prize. Purchasing Gold Coins is entertainment spending, and you should never spend more than you can comfortably afford. Prize redemptions are not a reliable source of income and should never be treated as one. Playing to recover money you have spent is one of the strongest warning signs of harm.

03 AGE RESTRICTIONS AND PROTECTING MINORS

The Platform is strictly for adults. You must be at least 18 years of age, or the age of majority in your jurisdiction if higher, and we verify age at registration and through identity verification, as described in the Terms. Accounts belonging to anyone underage are closed, and any Virtual Coins and pending redemptions are voided.

If you share a device with children or young people, we recommend:

- Keeping your login credentials and payment methods private, and never saving them on a shared device;
- Locking your device and enabling parental controls and app store restrictions;
- Using filtering software such as Net Nanny, Qustodio, or similar tools; and
- Logging out fully when you finish playing.

If you believe someone under 18 is using the Platform, please contact us immediately at support@onpointcasino.com.

04 STAYING IN CONTROL

A few habits make it much easier to keep play healthy:

- **Decide your budget before you play**, treat it as the cost of entertainment, and stop when you reach it.
- **Set a time limit** and take regular breaks.
- **Never play to recover spending**, or to escape stress, low mood, or other problems.
- **Avoid playing** when tired, upset, or under the influence of alcohol or other substances.
- **Keep other interests active**, so play is one activity among many rather than the main one.
- **Check in with yourself regularly** about how much time and money you are spending.

05 PLAYER PROTECTION TOOLS

5.1 Purchase Limits

You may set a limit on how much you can spend on Gold Coins over a daily, weekly, or monthly period. A request to **lower** a limit takes effect as soon as we process it. A request to **raise or remove** a limit takes effect only after a 24-hour cooling-off period and your confirmation, so that the decision is never made in the moment.

5.2 Session Reminders

Session reminders display how long you have been playing after an interval you choose. They are a simple way to stay aware of time spent on the Platform.

5.3 Cool-Off

A cool-off is a short break. You may choose a period of **24 hours, 7 days, or 30 days**. During a cool-off you cannot purchase Gold Coins or play, and you are removed from promotional communications. Your Account reopens automatically at the end of the period. A cool-off cannot be cancelled early.

5.4 Self-Exclusion

Self-exclusion is a longer, more serious commitment. You may self-exclude for **6 months, 1 year, 5 years, or permanently** by contacting support@onpointcasino.com with "**Self-Exclusion**" in the subject line. During self-exclusion:

- Your Account is closed to registration of new play, purchases, and gameplay;
- You are removed from all promotional emails, texts, and push notifications within a reasonable time;
- We will decline to open any new Account we identify as belonging to you;
- **A self-exclusion cannot be cancelled or shortened once it has started;** and
- Any bonus Sweeps Coins with an unsatisfied play-through requirement are forfeited in accordance with the Bonus Policy.

Your balances. Before your self-exclusion begins, we will help you redeem any Converted SC that meet the requirements of the Sweepstakes Rules, including identity verification and the minimum redemption amount. Gold Coins have no value and are forfeited on closure.

After the period ends. A self-exclusion does not end automatically. If you wish to return, you must contact us and request reinstatement, and a further 24-hour period applies before your Account is reopened. We may decline reinstatement, or reopen your Account with limits in place, where we believe that is in your interest. A permanent self-exclusion cannot be reversed.

5.5 Account Closure

You may close your Account at any time by contacting support@onpointcasino.com. Closure for reasons other than self-exclusion is handled under Section 14 of the Terms.

06 HOW WE SUPPORT PLAYERS

- **Training.** Our support team receives responsible gaming training covering the signs of harm, how to respond with care, and how to process tool requests promptly.
- **Monitoring.** We monitor for patterns that may indicate harm, such as sharply increasing spending, long unbroken sessions, repeated failed payment attempts, or requests to raise limits immediately after reaching them.
- **Interventions.** Where we see signs of harm, we may contact you, share information about our tools and support services, apply limits, or restrict or close the Account.
- **Our discretion.** We may impose limits, require a break, or close an Account at any time where we have concerns about a player's wellbeing, even if no request has been made.

07 MARKETING STANDARDS

- We do not direct marketing to minors, to self-excluded players, or to players who have asked us to stop.
- We do not suggest that play is a way to earn income, solve financial problems, or recover money already spent.
- We do not promise winnings or present outcomes as anything other than determined by chance.
- All marketing that references Sweeps Coins or Prizes carries "No Purchase Necessary" and "Void Where Prohibited" disclosures.
- Our affiliate partners are required to follow the same standards, and partners who do not are suspended or terminated.
- You can opt out of promotional communications at any time, as described in our Privacy Policy.

08 RECOGNIZING THE SIGNS

Play may be becoming a problem if you recognize any of the following. These questions are for personal reflection and are not a diagnosis; a qualified professional can help you assess your situation.

AREA	WARNING SIGNS
Money	Spending more than planned; spending money set aside for bills or essentials; borrowing money to keep playing; trying to recover what you have spent
Time	Playing far longer than intended; losing track of time; neglecting work, study, family, or sleep
Feelings	Feeling restless or irritable when not playing; playing to escape stress or low mood; feeling guilt or shame about play
Relationships	Hiding how much you play or spend; arguments about play; friends or family expressing concern
Control	Repeatedly trying to cut back without success; thinking about play most of the time

If any of these feel familiar, consider setting a limit or taking a break using the tools in Section 5, and reach out to one of the support organizations in Section 9. Support is free, confidential, and available whether or not you decide to stop playing.

09 WHERE TO FIND HELP

The organizations below are independent of OnPoint and provide free, confidential support to players and to families and friends.

ORGANIZATION	HOW TO REACH THEM	WHAT THEY OFFER
National Problem Gambling Helpline	Call or text 1-800-GAMBLER (1-800-426-2537); chat at 1800gamblerchat.org	24/7 confidential support and referral to local services, operated by the National Council on Problem Gambling
National Council on Problem Gambling	ncpgambling.org	Information, screening tools, and a directory of treatment providers
Gamblers Anonymous	gamblersanonymous.org	Peer support meetings, in person and online
Gam-Anon	gam-anon.org	Support for family members and friends
SAMHSA National Helpline	1-800-662-4357	24/7 referrals for mental health and substance use support
988 Suicide & Crisis Lifeline	Call or text 988	24/7 crisis support for anyone in emotional distress

Many states also operate their own helplines and treatment programs. A qualified counselor, doctor, or financial advisor can also help with the financial and emotional effects of problem play.

10 ENFORCEMENT AND CHANGES

Attempting to circumvent a responsible gaming measure, including by opening a new Account, using another person's Account, or providing false information, is a violation of the Terms and may result in Account closure and forfeiture of Virtual Coins and pending redemptions.

We may update this Policy from time to time. The "Last Updated" date at the top of this Policy reflects the most recent revision, and the current version posted on the Platform applies.

11 CONTACT US

Requests for responsible gaming tools are handled promptly and confidentially. To help us act quickly, please use the subject lines below.

REQUEST TYPE	SUBJECT LINE
Set or lower a purchase limit	Purchase Limit
Take a cool-off break	Cool-Off Request
Self-exclude	Self-Exclusion
Close your Account	Account Closure
Concern about another player or a minor	Responsible Gaming Concern

ONPOINT ADMINISTRATION LLC — CUSTOMER SUPPORT

Email: support@onpointcasino.com

Website: OnPointCasino.com

Live chat: available on the Platform