

Responsible Gambling

1. Introduction

This is the Responsible Gambling Policy of Betfair Pty Limited (ACN 110 084 985) (trading as CrownBet) (**CrownBet**). References in this Responsible Gambling Policy to “CrownBet”, “we”, “us” or “our” will be to Betfair Pty Limited.

CrownBet wants to ensure that you enjoy wagering in moderation, as a form of entertainment, in a safe and secure environment. CrownBet does not want you to gamble with money you can't afford to lose.

CrownBet is committed to promoting responsible gambling and offers a variety of responsible gambling tools to members. These tools are described below.

2. Deposit limits

Deposit limits allow you to limit the amount of money you can deposit into your account. CrownBet allows you to set daily, weekly, fortnightly or monthly deposit limits.

You can set a deposit limit within the registration form of a new account. If you already have an account you can set or manage your deposit limits by logging into your CrownBet account and going into the 'Account' section. From here you can click on 'Responsible Gambling' then 'Limits – View Deposit Limit'. Alternatively, you can contact our Customer Service Team via email at support@crownbet.com.au and request that a deposit limit be put in place.

The amount of your deposit limit can be reduced at any time and the changes you make will be effective immediately. If you wish to remove or increase your deposit limit, the changes will come into effect 7 days after the initial limit period.

3. Short and long breaks

Short and long breaks allow you to take a break from gambling.

A short break enables you to temporarily disable your account for a period of between 1 day and 6 weeks.

You can set a short break by logging into your CrownBet account and going into the 'Account' section. From here you can click on 'Responsible Gambling' then 'Breaks - View Short Break'. Alternatively, you can contact our Customer Service Team via email at support@crownbet.com.au and request a short break be put in place.

If you feel you are at risk of developing a gambling problem and need a more lengthy break from gambling or you believe you currently have a gambling problem, CrownBet provides long breaks.

A long break enables you to temporarily disable your account for 6 months or 12 months.

You can set a long break by logging into your CrownBet account and going into the 'Account' section. From here you can click on 'Responsible Gambling' then 'Breaks - View Long Break'. Alternatively, you can contact our Customer Service Team via email at support@crownbet.com.au and request a long break be put in place.

Once you begin a short or long break, you will not be able to bet on any CrownBet products. All placed bets will stand. At the end of your selected break period your account will automatically be reopened (subject to CrownBet's rights set out in the Terms and Conditions).

4. Permanent exclusion

If you have tried temporary breaks but they are not working for you, permanent exclusion from CrownBet is available.

With permanent exclusion your CrownBet account will be permanently closed, and where we can identify them, any attempts to open new accounts will be blocked. This type of request can't be reversed.

You can permanently exclude by logging into your CrownBet account and going into the 'Account' section. From here you can click on 'Responsible Gambling' then 'Permanent Exclusion – View Permanent

Exclusion'. Alternatively, you can contact our Customer Service Team via email at support@crownbet.com.au and request to be permanently excluded.

5. Other exclusion methods

If you opt for a self-exclusion with CrownBet we strongly encourage you to consider the following:

Exclude from all Northern Territory online gambling operators

Members that wish to exclude themselves from CrownBet are also encouraged to do so with all Northern Territory online gambling operators. Please visit the following website for more information:

<https://nt.gov.au/industry/gambling/self-exclusion-from-a-sports-bookmaker-or-betting-exchange-operator>

Australian National Self-Exclusion Register (Betstop)

If you or someone you know wishes to self-exclude from all licensed wagering operators, for a period of 3 months and up to a lifetime, please see the Australian National Self-Exclusion Register, BetStop. Call 1800 238 786 or visit <https://betstop.gov.au> for more information.

6. Account closure

A member of CrownBet can request the closure of their account at any time. **Please note: account closure is different to taking a short or long break.**

If you would like to request the closure of your CrownBet account, you can do so online. Simply log in to your CrownBet account and visit the 'Account' section. From here you can click on 'Responsible Gambling' then 'Account Closure – View Deactivate Account'.

Alternatively, you can contact our Customer Service Team via email at support@crownbet.com.au and request the closure of your CrownBet account.

After submitting a request to close your account (via the 'Account Closure – View Deactivate Account' section or via email), your account will be suspended, meaning that you will not be able to deposit, withdraw or place further bets. Our Customer Service Team will process the closure request.

All matched bets will stand. Once settled, any profits can be withdrawn by contacting our Customer Service Team.

Please note - closure requests made via email will be processed as quickly as possible by our Customer Service Team.

Remember, account closure is different to taking a short or long break. If you have closed your account, and wish to reopen it, you can contact our Customer Service Team at support@crownbet.com.au and request that your account be reopened. On receiving such a request, we will undertake a review of the account and will make a decision as to whether the account will be reopened. We reserve the right to keep an account closed.

7. Other responsible gambling tools

Where difficulties arise it is important that you find out as early as possible, so that you can put preventative measures in place and get further help if needed. Additional responsible gambling tools to consider include:

- Budget Calculator: a handy tool that helps you work out your monthly spend and see how you compare to other Australians. [Give it go](#)
- Self Assessment: there are common signs that indicate you may be experiencing issues with your gambling, how many apply to you? [Take questionnaire](#)
- Activity Statements: have you checked your activity statement this month? They are a great way of tracking your gambling spend.

8. Help and support services

If you would like advice and support in relation to your gambling, or if you are concerned about a close friend or family member then there are various support services you can turn to for help.

Australian National 1800 Gambling Helpline

Australian national 1800 gambling helpline – Call 1800 858 858. This is a hotline for those experiencing difficulties with their gambling, and their families, who will be able to speak directly with someone locally, irrespective of where they are calling from within Australia. There is also an online facility for help, the National Gambling Help website.

Contact Details:

- 1800 858 858
- [Website](#)

Relationships Australia

Relationships Australia provides a range of support to problem gamblers and their families, it can be accessed at:

- 1300 364 277
- [Website](#)

Gamblers Anonymous

Gamblers Anonymous is a fellowship of men and women who have joined together to do something about their own gambling problem and help other compulsive gamblers do the same. There are regional fellowships around the world.

The Gamblers Anonymous Australia website is:

- [Website](#)

Gambling Therapy

Gambling Therapy provides support and counselling for anyone adversely affected by gambling. Members of the Gambling Therapy Team operate from locations both within the UK and internationally. Its site can be accessed at:

- [Website](#)

9. Protecting minors

CROWNBET'S POLICY IS CLEAR: IT IS ILLEGAL FOR ANYONE UNDER THE AGE OF 18 TO OPEN AN ACCOUNT OR TO GAMBLE ON CROWNBET

CrownBet takes its responsibilities in this regard very seriously. Age limit warning messaging and symbols are displayed during the registration process and at multiple points across the CrownBet site.

Anyone under the age of 18 found to be using CrownBet's website will have any winnings forfeited and may also be reported to the police.



Parental Supervision

Parents must take responsibility and need to be vigilant of underage gambling. Some points for parents to consider are:

- be mindful of what websites are being accessed. Parental filters are available with most browsers, however additional filtering solutions can be used (see below); and
- never leave your account logged in while away from the computer, when it may be possible for your child to access the computer.

Filtering Systems

CrownBet encourages its members to prevent minors from accessing gambling websites. This can be done using filtering solutions which allow parents to block children from accessing gambling websites. If you share your computer with friends or family who are under the legal age to register or bet with our site, please consider parental filtering solutions such as Net Nanny™ www.netnanny.com.

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Version History

Version No.	Date of implementation
1	12/02/26