

# **CONFIDENTIAL**

Ballrbet Pty Ltd  
(ABN 25 686 584 725)

## **Responsible Gambling Policy**

v.1.1

23<sup>rd</sup> March 2026

## 1. Contents

1. Version History	2
2. Contents	3
3. What is Responsible Gambling?	4
4. What is Problem Gambling?	4
5. Gambling Self Assessment	5
6. How can Ballrbet help?	6
8. Account Closure	8
9. Minors	9
10. Getting Help	9

## 2. What is Responsible Gambling?

Responsible gambling encompasses the policies, tools and assistance available to customers and gambling industry participants to ensure that their continued participation in gambling activities is within their means financially and non-financially, leading to a reduction in harm to the customer and the community as a whole (**Responsible Gambling**).

The primary objective of this Responsible Gambling policy is to equip customers with the ability to:

- (a) understand that gambling is a form of pleasure and entertainment, however, they are aware of the likelihood of losses and associated risks;
- (b) make informed decisions and are able to exercise control over their gambling activities; and
- (c) maintain a balance between their gambling activities and other activities such that harm to themselves and others can be minimised.

As a licensed corporate bookmaker, it is incumbent upon Ballrbet to assist its customers in achieving the above-mentioned objectives. Ballrbet is a committed gambling industry participant that forms part of several community stakeholders who collectively aim to achieve socially responsible outcomes, is responsive to broader community concerns and fosters an environment that prevents or minimises problem gambling.

Ballrbet is a registered corporate bookmaker as approved by the Victorian Gambling and Casino Control Commission (**VGCCC**).

Ballrbet has adopted the VBA's Responsible Gambling Code of Conduct, which can be accessed here:

[https://www.vicbookmakers.com.au/wp-content/uploads/2021/04/Victorian-Bookmakers-Association-Limited-Responsible-Gambling-Code-of-Conduct\\_2020-09-25.pdf](https://www.vicbookmakers.com.au/wp-content/uploads/2021/04/Victorian-Bookmakers-Association-Limited-Responsible-Gambling-Code-of-Conduct_2020-09-25.pdf)

Ballrbet adheres to the Authorised Betting Operations Gambling Code of Practice (SA) with respect to its South Australian resident customers, which can be accessed here:

[https://www.cbs.sa.gov.au/sites/default/files/resource-files/authorised\\_betting\\_operations\\_gambling\\_code\\_of\\_practice.pdf?timestamp=1650609041076](https://www.cbs.sa.gov.au/sites/default/files/resource-files/authorised_betting_operations_gambling_code_of_practice.pdf?timestamp=1650609041076)

## 3. What is Problem Gambling?

Problem gambling occurs when a customer experiences difficulties in managing their gambling activities, particularly the scope, frequency and amount spent on gambling (**Problem Gambling**). Adverse effects of Problem Gambling may include (but are not limited to):

- (a) significant financial losses relative to customers' sources of income;
- (b) detrimental personal impact on the customer, their family and friends; and

- (c) decline in work performance resulting in negative impacts on employers.

The following behaviours are considered 'red flags', which staff at Ballrbet are trained to detect and encourage customers to refrain from engaging in such behaviours:

- (a) gambling for long periods of time without a reasonable break;
- (b) unusual gambling patterns including excessive bets continually placed;
- (c) frequent and escalating amounts of deposits;
- (d) where a customer bases their gambling on their ability to control outcomes or believes in myths;
- (e) customers who make false accusations levelled at gambling service providers of changing payouts or rigging outcomes;
- (f) customers who show signs of intoxication and/or under the influence of drugs;
- (g) signs of distress including crying, swearing, expressions of guilt and remorse, abusive and threatening behaviour towards staff, comments about financial hardship, family issues and expressing concerns about level of losses sustained; and
- (h) disclosure by the customer of problem gambling behaviours.
- (i) Chasing lost money and placing bets for the sole purpose of 'winning back' money lost.

## 4. Gambling Self Assessment

If you're concerned about your own betting habits, stop and take a few minutes to assess your situation.

It's an important first step to understanding what you might need to change, determine if you need help, and be more aware of your betting.

Gambling Help Online have published a short and simple list of questions to help you identify if you're at risk. It's free, fast and anonymous.

### Take the self-assessment

now: [https://www.gamblinghelponline.org.au/tools-resources/self-assessments/assess-your-gambling?language\\_content\\_entity=en#/?\\_k=jxwme2](https://www.gamblinghelponline.org.au/tools-resources/self-assessments/assess-your-gambling?language_content_entity=en#/?_k=jxwme2)

## 5. How can Ballrbet help?

To facilitate an environment where gambling is seen as an enjoyable pastime and Problem Gambling behaviours are minimised, Ballrbet and its employees are committed to:

- (a) taking all reasonable steps to assist a customer with their gambling activities and draw their attention to a variety of available help services;
- (b) ensuring its advertising and promotions comply with all Commonwealth, State and Territory laws and corresponding codes of conduct, all of which will include Responsible Gambling messaging and access to help;
- (c) training and development to continuously understand and apply the Responsible Gambling frameworks;
- (d) having systems in place to identify and manage customers, including self-excluded customers; and
- (e) providing and encouraging use of Ballrbet's suite of Responsible Gambling tools. These tools include:

### 1. Pre-Commitment Limits

Pre-Commitment Limits assist you to manage your level of deposits and limit losses incurred for a specified amount of time.

As part of your registration as a customer of Ballrbet, you will immediately be asked whether you wish to set a deposit limit. If you elect not to set a deposit limit (or any other limit) at this time, you may wish to set limits at a future time by:

- (a) accessing the 'Account' menu on our website or app, then click on the 'Responsible Gambling' menu which will reveal a 'Set Limits' option; or
- (b) advising Ballrbet via Live Chat or via email at [support@ballrbet.com](mailto:support@ballrbet.com).

When setting limits, you may set limits on deposits, net betting losses and/or time limits (or a combination of both) for a minimum fixed period of the customer's choice (comprising daily, weekly, fortnightly and monthly time periods).

Any requests to lower your deposit and/or loss limits will be actioned immediately. For any requests to increase limits, or revoke the previous limits, the new limits will be applied seven (7) days after the request is received.

If you maintain your account with Ballrbet, you will be asked annually from your account opening date as to whether you want to apply pre-commitment limits.

### 2. Direct Marketing opt-out

By signing up as a customer of Ballrbet, you expressly agree to receive advertisements and promotional material that Ballrbet may send you through continued use of the app, website, via email and telephone (SMS).

Every piece of advertising material will contain an 'opt-out' option available to the customer. Should you no longer wish to receive such materials, an opt-out request will be actioned within five (5) business days from the day Ballrbet receives notification to opt-out.

If you do not log into your account for twelve (12) months or more, you will automatically be taken to have withdrawn your consent to receive direct marketing.

To opt-out at any time, please contact Ballrbet via Live Chat or via email at [support@ballrbet.com](mailto:support@ballrbet.com).

### 3. Take a Break

Ballrbet has the ability to provide you with the option to take a temporary break from utilising its gambling services. Such breaks may last between one (1) day up to a maximum of six (6) weeks.

To take a break:

- (a) access the 'Account' menu on our website or app, then click on the 'Responsible Gambling' menu which will reveal a 'Take a Break' option; or
- (b) contact Ballrbet via Live Chat or email at [support@ballrbet.com](mailto:support@ballrbet.com).
- (c) contact Ballrbet via phone at 03 8256 7594

If you are taking a break, please note that your account balance will be kept intact and any pending bets will be settled accordingly. You may request to withdraw your funds at any time by contacting Ballrbet customer service as above.

Your access to Ballrbet's website and app will be restored upon expiration of your nominated break time period. You will not be able to end your break period early under any circumstances.

### 4. Self-Exclusions

Self-exclusions may be issued to customers who feel they are experiencing difficulty in controlling Problem Gambling and need to restrict themselves from engaging with Ballrbet's products and services. Self-exclusions are permanent, once requested, this action cannot be reversed.

To apply for a self-exclusion:

- (a) access the 'Account' menu on our website or app, then click on the 'Responsible Gambling' menu which will reveal a 'Self-Exclusion' option; or
- (b) contact Ballrbet via Live Chat or via email at [support@ballrbet.com](mailto:support@ballrbet.com).
- (c) contact Ballrbet via phone at 03 8256 7594

Upon processing your self-exclusion, any remaining funds in your account balance will be withdrawn to your last active withdrawal method. All pending bets will be settled and any winnings from those bets will be withdrawn upon settlement. You will not receive direct marketing communications from Ballrbet during this time.

For South Australian residents, a barring order will be issued under the *Gambling Administration Act 2019* (SA) in addition to being self-excluded from Ballrbet. Please contact Ballrbet customer service for further information regarding barring orders.

## 5. Account Deactivation

To deactivate your account:

- (a) access the 'Account' menu on our website or app, then click on the 'Responsible Gambling' menu which will reveal a 'Deactivate Account' option;
- (b) contact swiftbet via Live Chat or via email at [support@ballrbet.com](mailto:support@ballrbet.com)..; or
- (c) contact swiftbet via phone on 03 8256 7594

Upon processing your deactivation, any remaining funds in your account balance will be withdrawn to your last active withdrawal method. All pending bets will be settled and any winnings from those bets will be withdrawn upon settlement. You will not receive direct marketing communications from swiftbet during this time.

You will only be able to reactivate your account by contacting Ballrbet via Live Chat or via [support@ballrbet.com](mailto:support@ballrbet.com).. Ballrbet reserves the right to deny a request for reactivation on Responsible Gambling grounds.

## 6. Player Activity Statements

Player activity statements are available on request. You may request a player activity statement at any time by contacting Ballrbet customer service at [support@ballrbet.com](mailto:support@ballrbet.com) or via Live Chat.

## 7. National Self Exclusion Register (BetStop)

BetStop is the National Self Exclusion Register, where you can choose to exclude yourself from all Australian wagering operators, for periods ranging from 3 months to permanently, simply by registering with [BetStop](<https://www.acma.gov.au/betstop-national-self-exclusion-register>tm).

If you have any questions regarding BetStop, you can contact us via live chat or email at [support@ballrbet.com](mailto:support@ballrbet.com).

## 7. Account Closure

You may request to close your account with Ballrbet by:

- a. accessing the 'Account' menu on our website or app, then click on the 'Close Account'; or
- b. contacting Ballrbet via email at [support@ballrbet.com](mailto:support@ballrbet.com).
- c. contacting Ballrbet via phone at 03 8256 7594

Any remaining funds in your account will be withdrawn as soon as practicable. Any pending bets will be settled and winnings withdrawn accordingly upon settlement.

You will no longer receive direct marketing materials from Ballrbet after five (5) business days from the request to close your account.

## 8. Minors

Ballrbet's services are only available to persons aged eighteen (18) years or over. As part of Ballrbet's ID verification processes, Ballrbet will ensure persons aged under eighteen (18) years of age do not engage Ballrbet's services.

You are encouraged to use the following sites as filtering software, however, for further advice please contact your usual computer expert:

- (a) [www.gamblock.com](http://www.gamblock.com)
- (b) [www.forcepoint.com](http://www.forcepoint.com)
- (c) [www.27labs.com](http://www.27labs.com)
- (d) [www.netnanny.com](http://www.netnanny.com)
- (e) [www.betfilter.com](http://www.betfilter.com)

Alternatively, please contact Ballrbet via email at [support@ballrbet.com](mailto:support@ballrbet.com) so that suspected minors can be investigated and appropriate action taken accordingly.

## 9. Getting Help

- (a) There is a free self-assessment for customers who feel they need further assistance, available at:  
<https://www.gamblinghelponline.org.au/take-a-step-forward/self-assessment>
- (b) Gambler's Help or Gambling Help on 1800 858 858 or at [www.gamblershelp.com.au](http://www.gamblershelp.com.au) or [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au).
- (c) Gambler's Help Youthline on 1800 262 376.