

## **Curio: Commitment to Player Protection**

At Curio, we recognize that effective player protection is a fundamental principle of responsible social gaming. Our customers choose Curio because they trust us, and we take it as our mission to provide a secure and reliable environment for skill-based social gaming.

### **Account Security**

We prioritize the technical security of our IT infrastructure to safeguard both our platform and our customers. Beyond ensuring 24/7 availability of our fail-safe services, we are committed to protecting our systems against unauthorized access. To uphold the highest security standards, Curio conducts annual external audits to validate the integrity of our IT infrastructure.

To further secure your Duper.gg account, we recommend the following best practices:

- Never share your Duper.gg account credentials with others.
- Enable two-factor authentication for an additional layer of security.
- Activate the auto-lock feature on your computer or mobile device.
- Always log out before leaving your device to prevent unauthorized access.
- Keep your customer account and payment method details confidential.
- Securely store login credentials and payment data.
- Establish separate user profiles and passwords for all individuals using the same device e.g. family members or roommates.
- Avoid saving passwords or using the auto-fill feature.

### **Protection of Minors**

Curio strictly prohibits individuals under the age of 18 from participating in social gaming on our platform. Facilitating underage social gaming is illegal, and violators will be permanently banned. Research indicates that minors are at a higher risk of developing responsible gaming-related issues; therefore, we enforce stringent measures to prevent underage access.

To ensure compliance, we conduct thorough age and identity verifications upon account registration. Any winnings obtained through fraudulent access by minors will be deemed null and void.

If you suspect a minor has gained access to a social gaming account, please contact our Customer Service team immediately. As a parent or guardian, you bear the responsibility of preventing minors from accessing your account. Additionally, filtering software is available to restrict access to social gaming-related content on computers and mobile devices.

### **Responsible Social Gaming Guidelines**

At Curio, responsible social gaming means fostering a safe and balanced social gaming experience. We encourage our customers to adhere to the following principles:

- Treat social gaming as a form of entertainment, not a source of income.
- Set personal limits and never spend beyond your entertainment budget.
- Never use money needed for essential living expenses or financial obligations for social gaming.
- Avoid borrowing money or taking out loans for social gaming purposes.
- Refrain from social gaming under the influence of alcohol, medication, or emotional distress.
- Take regular breaks and avoid social gaming as a means to escape personal challenges.
- Maintain a healthy balance between social gaming and social interactions.
- Be mindful of feedback from family, friends, or colleagues regarding your social gaming behavior.
- Avoid playing in secrecy and continue engaging in other hobbies.

If adhering to these principles becomes difficult, we encourage you to seek support from our Customer Service team or professional counseling services.

### **Social Gaming Limits and Self-Exclusion**

Curio offers a range of self-regulation tools to promote responsible social gaming. To implement any of the following limits, please contact our Customer Support Team:

- **Entry Fee Limit:** You may set a maximum entry limit of \$50 per real money game by contacting Curio Customer Support.
- **Cool-Off Period:** You may temporarily suspend your account for a requested period of time. During this period, you will be unable to access Curio's social gaming services. Upon completion of the cool-off period, you can contact Curio Customer Support to reopen your account and you will be reinstated under its prior conditions.
- **Deposit Limits:** You may limit your ability to deposit to your account at any time. If you believe you are spending too much money or time on Curio's suite of product, please contact our Customer Support Team to remove your ability to deposit. You may request at any time to have deposits reenabled, at which time Curio will review your account and make a determination as to whether deposits should be reenabled.
- **Self-Exclusion:** If you wish to voluntarily exclude yourself from Curio's services, our Customer Support team can facilitate voluntary self-exclusion for 1 year, five years, or permanent. Once self-exclusion is applied, you will no longer be able to access your account for the entirety of the requested exclusion period, and any attempts to create a new account will be blocked. Should you exclude with a withdrawable balance, Curio's customer support team will facilitate payment for the amount of your balance. If you wish to end your exclusion prior to its conclusion, you must submit a request via a signed letter as well as a self-certified government issued ID (ID with a selfie). The letter must include

your name, contact information, reason for previous exclusion request, and reason for removal request. Curio management shall respond to each self-exclusion removal request within 10 business days.

### **Complaints Resolution**

We are committed to delivering high-quality service. If you have any concerns or complaints, we encourage you to contact our Customer Service team for prompt resolution. To ensure an efficient review process, please provide the following information:

- A scanned copy of your photo ID for identity verification.
- A detailed description of the issue, including relevant timelines and interactions.
- Any supporting documents, screenshots, or correspondence related to your complaint.

Upon receiving your complaint, our team will conduct a thorough investigation and provide a resolution within ten business days. If further evaluation is required, we will keep you informed throughout the process. Curio's decisions relating to complaints are final, if you feel as though our Customer Support team did not adequately address your complaint, you may ask for the complaint to be escalated to a member of our management team for additional review.

At Curio, we prioritize trust, security, and responsible social gaming to provide an optimal experience for our customers.