

Keep your betting and play fun with our range of **safer gambling tools**.

Find out more

## **How to manage your gambling:**

Get informed Tools to Help you

### **Get informed**

Learn how betting and gaming works

Discover the common betting and gaming problems/warning signs

Find out more with our Safer Gambling FAQ's

### **Tools to help you**

Manage your play with these gambling controls.

### **Spending Controls**

Deposit Limits, Session Limits

### **Account Closure & Reopening**

Account closure, Time out

### **Self-exclusion**

Self-exclusion, Self-prohibition

Review your play with these account tools.

### **Self-Assessment tool**

A few short questions to determine  
if you're gambling safely. Start the test now.

## Support organisations



online help for problem gamblers

**gambling  
therapy**



In collaboration with FEJAR we provide more information about Safer Gaming and give guidance to people (affected or relatives) with problems due to Gambling, through the following telephone support line 900 533 025, toll-free number with 24-hour service, 365 days a year.

Sources of help

## Gambling Controls

**Manage your time and spend** with the below options, to ensure you play responsibly.

Limits you set will only be applied to your account and not shared across other accounts you may have.

### Deposit Limits

bwin offers all its customers initial regulatory daily, weekly and/or monthly deposit limit. The daily, weekly and monthly deposit limits are as follows: € 600 per day (00:00 to 24:00); € 1,500 a week (from Monday at 00:00 to Sunday at 24:00) and € 3,000 per month (first day of the month at 00:00 until the last day of the month at 24:00).

All requests for limit decreases will be implemented immediately.

Any request to increase the limits or to remove any existing limits over the above-mentioned amounts will be accepted, as long as they are made in accordance with the conditions stipulated below:

- The player must successfully complete and pass the latest version of DGOJ's test for the prevention of addictive gambling behaviors and safe gambling.
- Over the last three months, the player has not engaged in risky behaviour, based on the historical analysis of the player's participation and conduct in accordance with the applicable regulatory requirements, carried out by bwin on the occasion of the application.

The new limits will come into effect no later than three days after the two previous conditions have been met.

Please note we will not be able to process an increase of the limits, if three months have not elapsed since the last increase of deposit limits.

Set a deposit limit

### Session limits

bwin users also have the option to set a session limit. Once this limit has been reached, said session will automatically finish, disconnecting the session once the game in progress has ended.

## Account Closure & Reopening

### Account closure

**Close your account** or block only specific products (Sports, Casino or Poker).

### Account reopening

Your account will be **reopened automatically** as soon as the time period you set for the closure expires. You will have an option to unblock product/s before the date specified in your account.

Please note you will be unable to reopen your account for 24 hours following your account closure.

**Account/product closure** is a good option If you'd like to take a short break from gambling. If you think you have a gambling problem, we suggest you self-exclude and seek assistance from one of the organisations in our Sources of Help section.

With self-exclusion you can prevent yourself from gambling for an extended period and the process is irreversible.

To close all or part of your account, or learn more about this feature, go to My Account.

### Time-out or Cool-Off periods

bwin customers can take a break from gaming at any time. These breaks can go from 1 week, 1 month or any other period up to 1 year. The request to temporarily block access will be imposed during the Cool-Off period chosen by the player and will be irrevocable. The account will be automatically reactivated following the expiration of the period set.

### Self-Prohibition

You can exclude yourself with respect to any gambling websites by registering in the General Registry of Gambling Access Interdictions (Registro General de Interdicciones de Acceso al Juego), in the following link - <https://www.ordenacionjuego.es/participantes-juego/juego-seguro/rgiaj>. The registration in the General Registry of Gambling Access Interdiction will be for an indefinite period, however you can request a cancellation after 6 months from the date when the registration was made.

### Self-exclusion

Self-exclusion involves a joint commitment from the customer and us. We will take reasonable steps to prevent the customer from re-opening their account or opening new accounts. However, during the period of self-exclusion the customer must not attempt to re-open their account nor try to open new accounts.

Self-exclusion periods have a minimum duration of 12 months. The maximum length of the self-exclusion can be indefinite.

Please note that during a time-out/cool-off or self-exclusion period, customers will not be able to deposit funds or play. Also, they will be excluded from targeted commercial communication.

To set up a time-out/cool-off period or to self-exclude, please [click here](#).

In addition to self-exclusion, access to gambling sites can be blocked with Gamblock. Parental control software like Cybersitter and NetNanny can also be used to block access to gambling sites.

## Help Tools

We want to be sure you're gambling as **safely as possible**. That's why we've put together a **range of tools** to help.

## Gambling Safely

Whilst the majority of people do gamble safely and responsibly, for some, gambling can become a problem. When gambling, always remember the following

- Gambling should be entertaining and fun and not seen as a way of making money
- Only gamble what you can afford to lose
- Avoid chasing losses
- Keep track of the time and amount you spend gambling

If you are concerned about your gambling, then honestly answering the questions below may give you an idea of whether your gambling is problematic:

- Do you stay away from work, college or school to gamble?
- Do you gamble to escape from a boring or unhappy life?
- When gambling and you run out of money, do you feel lost and in despair and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone, even the fare home or the cost of a cup of tea?
- Have you ever lied to cover up the amount of money or time you have spent gambling?
- Have others ever criticised your gambling?
- Have you lost interest in your family, friends or hobbies?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you feel depressed or even suicidal because of your gambling?

The more you answer 'yes' to these questions, the more likely you are to develop a gambling problem. It is recommended to request a self-exclusion and seek professional help.

## Self-assessment tool

If you are concerned about your gambling, why not take an independent and anonymous survey to help you understand more? We suggest that you take any of the following Self-Assessment Tests to evaluate your behaviour:

- South Oaks Gambling Screen Test
- National Opinion Research Center DSM Screen for Gambling Problems Test

## Sources of help

Customers and family members who are experiencing problems with gambling should seek help. If you need to talk to someone about your or someone else's problem gambling, please contact any of the below:

### **National Health System organizations that offer services for the prevention and care of gambling-related disorders**

The Directorate General for the Regulation of Gambling has made available to all users and family members a search tool that makes it easier to find prevention and care services for gambling-related disorders that form part of the structures of the National Health System.



## **FEJAR**

(Spanish Federation of Rehabilitated Gambling Players) is the union of several Associations and Federations of regional Associations, from all over Spain. The primary purpose of the Federation is to unify criteria and actions between Associations for the best defence of the interests of people affected by dependence on games of chance.

For more information about Safer Gambling and to give guidance to people (affected or relatives) with problems due to Gambling, please call 900 533 025, toll-free number with 24-hour service, 365 days a year.



## **Juego Autorizado**

This is a page managed by the General Directorate for the Regulation of Gambling (General Directorate for the Regulation of Gambling) where you can find useful information on gambling and its associated risks. For more information visit <https://www.ordenacionjuego.es/participantes-juego/juego->

online help for problem gamblers



## **Gambling Therapy**

Gambling Therapy provides online, multi-language, support and advice. For more information, visit [GamblingTherapy.org](http://GamblingTherapy.org)



## **Gamblers Anonymous**

This is a fellowship of people who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from a gambling problem. You can find an A-Z international list of locations where meeting are held here.

## **Our Commitment**

Millions of customers around the world bet with us every year — they like the excitement of having a small flutter and the thrill of winning. Betting and gaming are an enjoyable, sociable and memorable way to spend time; that's why it continues to be so popular. However, unfortunately, for a small percentage of people, gambling ceases to be entertainment and can cause personal, social, financial and even health problems.

It is our responsibility to help our customers gamble safely and responsibly and reduce the risk of harm and help people who need treatment to get it.

This is why we have developed a new, safer gambling strategy, 'Changing for the Better'.

The guiding principle of our safer gambling campaign is to be the most trusted and enjoyable betting operator in the world. We are putting customers at the heart of our business by ensuring they are protected from harm while enjoying their regular flutter. For more information about our strategy, please see our policy page.

## **What is safe gambling?**

Safe Gambling is defined by the Directorate General for the Regulation of Gambling as all aspects of gambling supply and consumption aimed at reducing the risk of risky, problematic, compulsive or pathological gambling behaviour or minimising the negative effects they may cause. Safe Gambling consists of the rational and sensible choice of gambling options, to prevent it from becoming a problem. Safe Gambling implies an informed and educated decision by our players with the sole objective of entertainment, always maintaining control over the time and money they want to spend and in which the value of what is played never exceeds what that the individual can afford based on his personal circumstances.

## **The Seven Pillars**

The guiding principle of our safer gambling campaign, Changing for the Better, is to be the most trusted and enjoyable betting operator in the world. This strategy is based around 7 pillars;

## **Understand the problem**

We have announced a five year, multi-million-dollar project with the Division on Addiction, Cambridge Health Alliance, a Harvard Medical School teaching hospital. As part of our commitment to promoting player well-being and fostering a safe gaming environment, we are providing the Division on Addiction with anonymized gambling data for the purpose of conducting broad-ranging research on various topics related to safer gambling. This data includes information across different sports betting and gaming products. This comprehensive dataset allows the Division on Addiction to analyze indicators of problematic gambling behavior, assess the effectiveness of intervention messaging, and evaluate the impact of operators' safer gaming tools. By collaborating in this research, we aim to contribute to the collective understanding of safer gambling and further enhance the efficacy of player protection measures. The



insights gained from analyzing this data will allow us to identify patterns, trends, and potential risk factors associated with gambling behavior, which can inform the development of evidence-based interventions and safer gaming strategies.

## **Educate stakeholders**

We're helping to educate thousands of young people and professionals about the potential risks of gambling harm and how to avoid them.

## **Promote responsible attitudes**

Through advertising, marketing and sponsorship we're promoting social responsibility.

## **Empower our customers**

Within our products, we're adding features that help customers to gamble safely. Within our processes, we're using tech to lead the way in detecting problematic play and within our industry we're working to collaborate and innovate.

## **Help people in need**

We're funding treatment and support for people who suffer from gambling harm.

## **Design for safety**

With 'responsible design' principles, we're making sure our products are safe as well as fun.

## **Change ourselves for the Better**

At Entain, safer gambling is everyone's business. We're making sure that everyone we work with knows safer gambling is core to all that we do.

### **Mechanisms for detecting risky gambling behavior and actions:**

In addition, as part of our safer gambling policy, we have developed mechanisms to detect risky behavior. The aim is to safeguard our customers by minimizing problems before they arise. Where we detect a player at risk, a range of measures will be put in place, up to and including account suspension.

We have developed an automatic system based on specific Markers to be able to identify and study our user's gaming behavior pattern, this allows the monitoring of such behaviors and develop preventive control measures. This system offers a mechanism for early detection and prevention of advanced problem gambling.

Based on the information obtained through the above measures, and in application of the regulations on Safer Gambling such as the Royal Decree 176/2023, of March 14, we shall be required to notify users, restrict personal communications for advertising and promotions, and suspend and/or, where appropriate, terminate the contract and closure of the user account.

## **Account Safety and Terms and Conditions**

### **Minors participation prohibition**

Participation in the gaming offer is only allowed to persons 18 years of age or older.

Participation by minors in the games offered by bwin is strictly prohibited.

ElectraWorks (Ceuta) SA (formerly named ElectraWorks (Malta) Plc) has put into place rigorous procedures to verify the age of its customers and if the registration of a minor is noticed, said registration will be canceled. In order to prevent any abuse, please keep your access data (email, password) in a safe place.

No unauthorized person (including minors) shall open an account on our website or use our services, directly or indirectly.

### **Parental control mechanisms**

Access to gambling sites can be blocked with Gamblock. Parental control software like Cybersitter and NetNanny can also be used to block access to gambling sites.

### **Registration Process**

To use the Services, You will first need to register for an account with Us. You can open an account with Us by choosing a unique account name or User ID and/or introduce your email address and password, and by entering other information that We ask for on Our registration form such as (but not limited to) Your first and surnames, address, email, gender, birth date, identity card and telephone number. You shall ensure that the details provided at registration are accurate and kept up to date. You can change the details You provide at registration at any time by editing Your Account preferences, provided that such information is true and complete. Please see Our Privacy Policy for further details. Alternatively, You can contact Us for further information.

For more information on the registration process, please see our General Terms and Conditions.

You may access any of Our Services from Your Account once the registration and corresponding verification processes are completed.

### **Account safety**

bwin meets the highest security standards in the industry, with a five-level security system, multiple firewalls, and 256-bit SSL encryption. Early-warning systems in the form of limits on unusually high stakes and winnings prevent manipulation and other criminal activities at an early stage.

However, you can help us to increase the safety of your account even further:

- Configure your computer's auto-lock feature to protect it from unauthorised use.
- Keep your access details safe (user ID, password and your question and answer combination).
- Don't share your gambling account credentials, credit card or bank account details
- Don't leave the computer or device unattended when you're logged in
- Do not use the 'Save password' option on log-in screens

- Create separate profiles for everyone who uses your computer or device, so that nobody else can access your information

### **Change your password regularly**

Changing your password regularly helps to keep your account safe. If you cannot remember logging into your account at the specified date and time, please change your password immediately. If you have forgotten your password, [click here](#). You'll receive an email with further steps to obtain a new one.

### **Terms and Conditions**

You can view the current version of our Terms and Conditions, to which you have agreed [here](#).

If you want to check an older version of our Terms and Conditions, please send a request to our Customer Service team.