



RESPONSIBLE GAMBLING POLICY

QuestBet is aware that gambling is a form of entertainment to a large majority of people, however QuestBet is conscious of those who can become vulnerable to problem gambling. QuestBet is therefore committed to provide a responsible gambling service, where clients have access to online tools so they can exclude themselves or limit their betting activities. Our betting operations are governed by this policy and a code of practice.

What is Responsible Gambling?

Responsible gambling for individuals means:

- They may gamble for pleasure and entertainment but are aware of their likelihood of losing and understand the associated risks,
- They exercise control over their gambling activity, and
- Responsible gambling occurs in balance with other activities in their lives and is not causing problems or harm for themselves or others.

Responsible gambling for the broader community, including gambling providers, governments, and sporting associations, requires:

- Shared responsibility for generating awareness of the risks associated with gambling,
- Creating and promoting environments that prevent or minimise problem gambling; and
- Being responsive to community concerns around gambling.

What is Problem Gambling?

Problem gambling occurs when a person spends more than they can afford, betting for a lot longer. After gambling the person feels anxious, guilty or just uncomfortable with the situation.

The negative consequences of problem gambling may include:

- The punter suffering excessive financial losses relative to the gamblers means (including unpaid household bills, credit card debts or loans);
- Adverse personal effects on the punter (such as anxiety, depression or stress) and/or their family;
- Adverse effects on employment and work performance (including missing work or having trouble concentrating at work);
- Losing the ability to maintain a healthy and balanced lifestyle due to spending an excessive amount of time gambling;
- Regretting the amount of time lost or wasted due to gambling; and Other costs which are borne by the community.

To assist with gambling responsibly QuestBet can help you by:

- Implementing Pre-commitment Limits – we can set a weekly deposit limit for you – please email us and we can set this up for you
- Temporarily suspending your account if you feel it is getting the better of you at a certain moment in time

Below are some tips for ensuring your gambling does not start affecting you negatively:

- Separate work and gambling – don't gamble at work
- Take a note of the length of your gambling sessions
- Do not look at gambling as an alternative source of income
- If you're behind, don't chase, it will only get worse

Client Care Principles and Responsible Gambling

We aim to consistently promote responsible gambling practices. Gambling should be an enjoyable form of entertainment which does not create problems. The aim is to achieve a balanced approach in the provision of wagering services, taking account of the interests of our clients, the community at large and us as the wagering operator.

Responsible gambling involves informing clients on their rights and responsibilities as gamblers and ensuring that our company delivers gambling products and services in ways that benefit clients. We are committed to sharing responsibility, with communities and Government bodies, for helping problem gamblers to identify their problem and seek assistance.

Some of the ways that we do this are:

- Allowing our clients to set a pre-commitment limit;
- Allowing our clients to self-exclude (either temporarily or permanently) from betting with us. Providing Responsible Gambling information and messages to our clients;
- Engage our staff about Responsible Gambling training;
- and Referring our clients who are at risk of problem gambling to gambling-related support services.

We aim to achieve the following outcomes:

- Minimising the extent of gambling related harm to individuals and the broader community;
- Enabling clients to make informed decisions about their gambling practices;
- Enabling people adversely affected by gambling to have access to timely and appropriate assistance and information;
- Promoting a shared understanding between individuals, communities, the gambling industry and Government of responsible gambling practices;
- and Ensuring the gambling industry provides safe and supportive environments for the delivery of gambling products and services.

Gambling Self-Assessment

The following questionnaire may help you to identify tendencies in your behaviour which are often linked to problem gambling:

- Have you ever ignored your job in order to gamble?
- Have you felt unhappy with your personal life due to gambling?
- Does your gambling affect your perception of others, or how others may perceive you?
- Has your gambling left you with a deep sense of regret?
- Have you ever tried to meet your financial obligations by gambling?
- Has gambling affected your motivation to succeed?
- Do you feel obliged to gamble in order to recoup lost money?

- Do you consider a win as motivation to spend more?
- Have you ever spent your last available dollar on gambling?
- Have you ever borrowed money in order to gamble?
- Have you ever sold assets in order to gamble?
- Have you felt reluctant to use money set aside for gambling on everyday purchases?
- Has gambling negatively impacted on the way that you treat yourself or others?
- Do you find yourself gambling beyond the time you had planned to stop?
- Have you ever gambled to avoid dealing with personal problems?
- Have you ever committed (or considered committing) a criminal offence in order to gamble?
- Does your gambling affect your sleep?
- Do the frustrations of your personal life encourage you to gamble?
- Have you celebrated good fortune by spending excessive time gambling?
- Have you considered harming yourself as a result of gambling?

Studies show that people who have answered Yes to seven or more of the above questions show tendencies representative of problem gambling. For further assistance, or if you wish to know more, please contact one of the organisations listed below.

Minors

As a responsible operator, we are committed to actively taking steps to exclude minors from placing a wager using our betting platforms. Our clients are identified through Veda or through the Customer Identification form. Our services are to be used by persons who are at least 18 years old.

Filtering Options

Clients can actively prevent underage persons from entering the online sports betting software (minimum legal age to gamble is 18 years), by downloading one of the following filter options:

- <http://www.cyberpatrol.com>

- <http://www.gamblock.com>
- <http://www.safekids.com>
- <http://www.surfcontrol.com>
- <http://www.solidoak.com>
- <http://www.netnanny.com>
- <http://www.betfilter.com>
- <http://www.rgmanager.com>

Where to Get Help

You can call the Gambling Helpline on 1800 858 858 or the Financial Counselling Helpline on 1800 007 007 or visit:

- <https://www.gamblinghelponline.org.au>
- <https://www.responsiblegambling.vic.gov.au/getting-help>

Or alternatively you can contact QuestBet's Responsible Gambling Support Service through support@QuestBet.com.au for other gambling support providers in your area.

Self-Exclusion

If you feel that you are losing control of your play and would like help in restricting your access to our betting platforms, we offer you the option to self-exclude from betting with us.

Apply a self exclusion here: <https://QuestBet.com.au/account/settings/responsible-gambling>

Self-exclusion can be temporary or permanent. If you would like to self exclude, this option is available in the My Account section of the website. Alternatively, please contact our Responsible Gambling Support Service by email at support@QuestBet.com.au

Please note: A request for permanent account closure will be treated the same as a request for self exclusion.

BetStop, the National Self-Exclusion Register, is a free service for people who want to exclude from all Australian online wagering providers. For more info visit www.betstop.gov.au

Some jurisdictions such as South Australia have Barring Orders available. Please contact our Responsible Gambling Support Service if you would like further information about this.

You may also wish to self-exclude from any other providers that you have accounts with.

Please contact support@QuestBet.com.au if you would like QuestBet to assist in excluding you from other operators.

Pre-Commitment

As part of our responsibility towards responsible gambling, we have a pre-commitment limit mechanism which allows you to set your daily maximum deposit amount.

Set Your Pre-Commitment Limit here: <https://QuestBet.com.au/deposit-limit>

To set your pre-commitment limit, simply complete the following steps: Log into your QuestBet account Click on the My Account option which appears in the top right hand side of the webpage The account setting page will appear, click on the Responsible Gambling option. Click on Deposit Limit and then enter in the amount that you would like to set for your deposit limit.

The bet limit will apply immediately and there will be a waiting period of 7 days if you wish to raise the deposit limit. You may also wish to set a pre-commitment limit on your other betting accounts.

Change or Remove Your Pre-Commitment Limit

To change or remove your pre-commitment limit, simply complete the following steps: Log into your QuestBet account Click on the My Account option which appears in the top right hand side of the webpage The account setting page will appear, click on the Responsible Gambling option. To remove limit, click the Do Not Wish to Set a Deposit Limit box To change your deposit limit enter in the amount that you would like to set for your deposit limit. Please note if it is more than the amount already selected it will take 7 days to be updated. Please note that the following minimum waiting periods apply: The bet limit will apply immediately and raising the deposit limit will take 7 days.

Activity Statements

Activity statements are available to request any time by contacting support@QuestBet.com.au or on your account page.

Codes of Practice

Certain States and regulatory authorities have enacted Codes of Practice and other protocols governing the conduct of wagering in their jurisdiction. Codes of Practice are

voluntary codes of self-regulation and are to be read in conjunction with the relevant legislation, regulation and rules of the racing codes and sports betting authorities in each State and Territory.

QuestBet is a member of the Victorian Bookmakers' Association and adheres to the Victorian Bookmakers' Association Responsible Gambling Code of Conduct. A copy of the Code of Conduct can be downloaded from the [VBA website](#).

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The following Codes of Practice published by the South Australian Independent Gambling Authority have been adopted by QuestBet in relation to its South Australian members.

- [Authorised betting operations gambling code of practice](#)
- [Inducements and complimentary gambling products - Gambling Administration Guidelines](#)
- [Activity statements and gambling account detailed transaction history - Gambling Administration Guidelines](#)

Regulatory Compliance

All Bookmakers will abide by the rules and regulations of the Government and the controlling bodies in the jurisdiction in which they propose to do business. All Bookmakers must be issued with a bona fide licence from the controlling body in their jurisdiction and operate under the authority and within the scope of that licence.

Probity

The respective Bookmaker Associations in each jurisdiction shall ensure the financial and character bona fides for all Bookmakers for whom they provide fidelity guarantees or, where applicable, ensure that obligations to Government Authorities are met.

Gambling Help Online

1800 858 858

<https://www.gamblinghelponline.org.au>

Confidential, professional, free help, 24 hours a day, 7 days a week. Talk to someone who understands your issues.