

Self-Exclusion Policy

Chillbet (WUNGroup) — chillbet.net

Last updated: 13/10/2025

1. Introduction

The Chillbet brand is owned and operated by WUNGroup B.V., a limited liability company incorporated in Curaçao under company number 160576, with its registered address at Chuchubiweg 17, Curaçao. WUNGroup B.V. has applied for a gaming license (reference number: OGL/2024/1382/0969) issued by the Curaçao Gaming Control Board.

This Self-Exclusion Policy is an integral part of the Terms and Conditions (“T&C”) governing your use of the chillbet.net website (the “Site”). All capitalized terms used herein shall have the same meaning as defined in the T&C. By using our Services, you (“User”, “You”) acknowledge and agree to the terms of this Policy.

2. Purpose and Principle

We are committed to promoting responsible gambling. Self-exclusion is a voluntary process that allows you to restrict your access to your gaming account for a chosen period to prevent problematic gambling behavior. Upon receiving a valid self-exclusion request, we will take all reasonable measures to prevent you from accessing your account and gambling on our Site during the chosen exclusion period.

3. How to Self-Exclude

3.1. You may initiate self-exclusion at any time by:

- Contacting our Customer Support team at support@chillbet.net; or
- By filling out the official Self-Exclusion Request Form attached to our T&C and sending it to support@chillbet.net.

3.2. The request must be made by you personally. We will not process requests made by third parties on your behalf.

4. Mandatory Withdrawal of Funds Prior to Self-Exclusion

4.1. **CRITICAL NOTICE:** As clearly stated in clause 13.3 of our T&C and the Self-Exclusion Form, you are required to withdraw all available funds from your account BEFORE your self-exclusion request is processed and activated.

4.2. **Withdrawal Impossible After Activation:** Once self-exclusion is activated, your account will be immediately locked. No further deposits, wagers, or withdrawals will be possible for the entire duration of the exclusion period.

4.3. **Minimum Withdrawal Threshold:** Please note that in accordance with clause 13.3 of the T&C, a withdrawal upon account closure or self-exclusion is permitted only if the account balance is equal to or greater than the minimum

deposit amount specified in clause 7.10 of the T&C. If the balance is below this threshold, no withdrawal shall be possible.

5. Self-Exclusion Period

5.1. The self-exclusion period begins immediately upon our confirmation and activation of your request.

5.2. You may choose one of the following periods:

- 6 months
- 1 year
- 2 years
- 5 years
- Permanent

Irreversibility: Once activated, the self-exclusion agreement is binding and remains in effect until the chosen end date. During this period, you will not be able to re-open your account or register a new one. However, in exceptional cases, a player may request early reinstatement by contacting customer support, and such a request may be considered at the company's sole discretion.

6. Consequences of Self-Exclusion

During the self-exclusion period:

- Your account will be permanently locked.
- All login attempts will be blocked.
- All marketing communications from us (emails, SMS, etc.) will cease. We will take necessary steps to remove your details from our marketing databases.
- You will not be able to deposit, place bets, or withdraw funds.
- The Company is not responsible for any gambling activity you may conduct on other platforms.

7. After the Self-Exclusion Period

7.1. If you selected a temporary exclusion period (6 months to 5 years), your account will remain closed at the end of the period. It will not automatically reopen.

7.2. If you wish to resume playing after a temporary exclusion period has ended, you must contact Customer Support at support@chillbet.net to request account reactivation. Reactivation is not automatic and may be subject to a 24-hour cooling-off period and renewed identity verification.

8. Staff Training and Awareness

We ensure that all our employees are trained on this Self-Exclusion Policy and can guide you through the process. Our staff is trained to recognize and respond appropriately to customers who may wish to self-exclude.

9. Final Acknowledgement

By submitting a self-exclusion request, you acknowledge that you have read, understood, and agree to the terms of this Policy and the relevant sections of the T&C. You understand the serious and binding nature of self-exclusion and its financial consequences regarding the withdrawal of funds.

10. Contact

For any questions or to initiate self-exclusion, please contact our Customer Support team at: support@chillbet.net.

Self-Exclusion Request Form

Important Notice:

Self-exclusion is a voluntary agreement between the Player and the Company to restrict the Player's access to their gaming account for a specified period. Once self-exclusion is activated:

- The account will be locked for the full duration of the exclusion period until a self-exclusion removal request is submitted.
- No further deposits or wagers will be possible.
- **All available funds must be withdrawn prior to the self-exclusion request being processed.**
- **No withdrawals will be possible after the self-exclusion has been activated.**
- The self-exclusion cannot be cancelled or shortened once in effect.

Player Details

Field	Information
Full Name:	
Username / Account ID:	
Registered Email Address:	
Date of Birth (DD/MM/YYYY):	
Contact Phone Number:	

Self-Exclusion Period

(Please tick one)

- ☐ 6 months
☐ 1 year
☐ 2 years

5 years
Permanent

Reason for Self-Exclusion (*optional*)

Acknowledgement by Player

I hereby request to self-exclude from my gaming account for the period indicated above. I understand and agree that:

1. I must withdraw all available funds before this request is processed.
2. My account will be locked immediately upon activation of the self-exclusion.
3. I will not be able to access my account or open a new account during the exclusion period.
4. The Company is not responsible for any gaming activity conducted on other platforms.
5. The self-exclusion cannot be reversed before the specified end date.

Player Signature: _____ **Date:**