**Responsible Gaming Policy**

**1. Introduction**

As Wekelea we are committed to responsible gambling and take our customers and our social

responsibility very seriously.Our products are designed for your entertainment and enjoyment and

we are committed to providing a secure, fair and socially responsible service. We want you to enjoy

our products safely and responsibly.

We believe in a firm but fair approach to responsible gambling. That is why to assist you, we offer a

range of advice and options to help you manage your gaming and ensure that everyone who enjoys

our service can do so in as safe a way as possible.

Responsible gaming is a serious matter and if you feel like gambling is becoming a problem, help is

readily accessible. Our customer service staff are available to listen and to support you in keeping

control, and our Customer care lines are 0711 111 262

2. Responsible Gambling Tips

We believe that gambling should always be an enjoyable leisure activity. Remembering these simple

tips can help make sure your gambling does not become a problem.

1. Gambling should be entertaining and not seen as a way of making money.

2. Bet sensibly and never chase losses.

3. Only gamble what you can afford to lose.

4. Monitor the amount of time you spend playing.

5. Balance gambling with other activities.If gambling is your only form of entertainment, think

about whether you are still having fun.

6. Take regular breaks from gambling. Gambling continuously will cause you to lose track of

time and perspective.

7. Do not gamble when under the influence of alcohol or any substance/circumstance that may

impair your judgment or when you are upset or depressed.

8. Think about how much money you spend gambling. You can track your activity in your bet

history.

3. Understanding Your Level Of Play

Curious about your playing style and want to get an idea of how positive your play is? A quick and

easy Responsible Gaming Quiz to help you figure out where you are at with your playing can be

found at: https:/gamhelpkenya.com/gambling-addiction-test/gambling-addiction-test

3.1 Self Exclusion

For a few customers gambling might become a serious problem. We offer a self-exclusion option

that can be easily implemented by a customer's request.

To self-exclude from accessing our products:

Please contact Customer Services via email: support@gamepro.games and give clear written

instructions of the self-exclusion measure, and the period of exclusion you would like implemented

on your specific account.

1. Before you send your request for self-exclusion, make a withdrawal of funds from your

Wekelea wallet to your mobile wallet.

2. It is our policy not to suspend or exclude any accounts before all available funds have been

withdrawn from the account or Wekelea wallet in question.

3. Ensure that in your written request you have provided a copy of your national ID, full names

and the mobile number used to register your Wekelea account. In your self-exclusion request,

you will need to declare that the mobile number, which is a unique identifier for your account,

is registered in your name by the mobile services operator.

4. Where the withdrawal has been effected and all the above information and documentation

has been received by us, then the account may be suspended within a period of five (5)

business days.

5. The customer ought to be diligent to ensure that the withdrawal has been made from their

Wekelea wallet and all the information and documentation above has been sent in full.

6. Once the self-exclusion application is made by you, you are advised not to place any bets as

that would rescind the existing application. Any running bets placed prior to self-exclusion

applied will continue to be in place and any winnings will be credited into your account as

soon as the event is settled.

7. Once you make an application to self-exclude, or communicate with our customer service

team on email, refrain from accessing your account under any circumstance. In

circumstances where this is not possible, we will contact you for the sole purpose of

obtaining alternative refund method details. Refunds to such alternative method shall be

processed subject to it being successfully verified.

Access to account and our games and services will be restricted throughout the self-exclusion

period, or permanently if permanent self-exclusion was applied.

We will endeavor to effect self-exclusion requests within the shortest period business of their receipt,

during which period we will undertake due diligence on the account activity and make inquiries with

mobile money service providers, the National Police Service, the Betting Control and

LicensingBoard,the Ethics and Anti-Corruption Commission, the Financial Reporting Centre and the

Unclaimed Financial Assets Authority among other relevant competent government authorities. This

due diligence exercise applies to all self-exclusion requests and may delay the turnaround time for

effecting such requests.

Where we have many requests, for instance during peak seasons such as international football

seasons, there may be delays in processing your application for self-exclusion. We encourage you,

in any event, to engage the Responsible Gaming options and meet a counsellor to assist in your

gambling journey.

Automatic lapse: Where 6 months lapse with no transactions in your account, your account will lapse

automatically.

Once self-excluded, you will not be allowed to register a new account. Any request for a new

account during self-exclusion period in force will be declined. Where a new account belonging to a

self-excluded customer is detected, it will be suspended and closed immediately. Any transaction

you undertake within the new account after existing account is self-excluded would be voided, may

be considered a Prohibited Act under our General Terms and Conditions and stake returned and you

will be notified accordingly.

At the end of the exclusion period requested by the punter, self-exclusion applied will remain in place

and continue to be in force for a minimum of seven(7)years,unless you take positive action to

gamble again by requesting the exclusion to be removed and/or the account to be re-activated.

You MUST contact Customer Services by email only after the period has expired in order

tore-activate and to regain access to the account and be able to place bets. Any other requests

(other than by email) will not be considered (you will be requested to send a written request after the

request via telephone has been made).

Wekelea reserves the right to exclude a customer for a longer period at our discretion. This may

include instances where Wekelea is informed by legitimate sources (e.g. regulators or other

authorities, authorized professional organizations, authorized medical professional etc. that may

warrant extension of a customer’s self-exclusion period.

3.2 Account Closure

1. If You want to close Your account, You should inform us either in writing, through email or

letter addressed to support@Wekeleabets.com Any activity on Your account will remain Your

responsibility up to the point of actual account closure.

2. Any other requests (other than written requests) will not be considered and you will be

requested to send a written request after the request via telephone has been made.

3. Before you send your request for account closure, make a withdrawal of funds from your

Wekelea wallet to your mobile wallet.

4. It is our policy not to close any accounts before all available funds have been withdrawn from

the account or Wekelea wallet in question

5. Ensure that in your written request you have provided a copy of yournational ID, full names

and the mobile number used to register your Wekelea account. In your account closure

request,you will need to declare that the mobile number, which is a unique identifier for your

account, is registered in your name by the mobile services operator;

6. Where the withdrawal has been effected and all the above information and documentation

has been received by us, then the account may be suspended within a period of five (5)

business days;

7. The customer ought to be diligent to ensure that the withdrawal has been made from their

Wekelea wallet and all the information and documentation above has been sent in full;

8. Should You wish to resume your use of the Service you will be required to contact us in

writing to reopen your account.

9. We may withhold any outstanding balance or outstanding bet settlements in respect of Your

account in accordance with the terms under Prohibited Acts, Errors and Palpable Errors

following our review of your account activity.

10. We will endeavor to effect self-exclusion requests within the shortest period business of their

receipt,during which period we will undertake due diligence on the account activity and make

inquiries with mobile money service providers, the National Police Service, the Betting

Control and Licensing Board, the Ethics and Anti-Corruption Commission, the Financial

Reporting Centre and the Unclaimed Financial Assets Authority among other relevant

competent government authorities. This due diligence exercise applies to all self-exclusion

requests and may delay the turnaround time for effecting such requests.

3.3 Professional Help

Wekelea commits to provide information on where you, our customers, could seek professional help,

support and advice pertaining to gambling problems.

Wekelea acknowledges that we are not qualified professional advisers on problem or compulsive

gambling related matters and accordingly, we are not in a position to offer professional advice of

such nature to customers.

Note that this is a real-money gambling app. Please gamble responsibly and only bet what you can

afford. For gambling addiction help and support, please contact our customer care at 0711 111 262

or visit https://responsiblegambling.or.ke.

3.4 Third Party Information

We may receive problem gambler or problem gambling related information concerning our

customers from third parties from time to time. Such information will be acted upon ONLY IF they are

received directly from the following legitimate third parties:

1. Regulators or other similar authorities.

2. Authorized professional organizations that help and provide support to problem gamblers; or

3. The customer’s authorized medical general practitioner.

Information received from any other third parties will be afforded due consideration, but will not be

acted upon in isolation. Activities of a customer who has been reported as problem gambler by such

third parties will be monitored to establish if the person displays any signs of gambling problem.

Whilst we recognize that information may be provided by such third parties with good intentions and

for appropriate reasons, it may not always be the case. Rather than acting solely based on

unverified information received, we will undertake appropriate monitoring and assessment of

suspected problem gamblers to identify if the reported customer is potentially a problem gambler.

We will not, at any point, discuss and/or disclose any aspect of customer’s account with such third

parties (related or otherwise).

3.5 Preventing Underage Gambling

It is illegal for anyone under the age of 18 to gamble. Wekelea takes its responsibilities to prevent

access by persons under the permitted age very seriously. We make it clear in our Terms and

Conditions and in the account registration process that underage gambling is illegal. We reserve the

right to carry out verification checks to ensure that all account holders are at least 18 years old and

may suspend an account until adequate verification is received.

It is unlawful to allow minors to gamble and we ask our customers to do their part in ensuring that

this does not happen. We ask all of our customers, and in fact it is the responsibility of our

customers, to ensure that their account is not used for under aged gambling. Some suggestions on

how to make sure this does not happen are provided below:

1. Do not leave your computer unattended when you are logged on to our website.

2. Make sure to logout when you leave our website.

3. Do not share your Mobile Money account details.

4. Do not leave the "Save Password" option enabled.

5. Use child protection software.

6. Create separate computer profiles for your children.

7. If you know a registered user below the lawful age, please contact Customer Services at

0711 111 262

3.7 Complaints

Wekelea endeavors to make a customer’s experience with us an enjoyable one. However, there may

be occasions where a customer feels dissatisfied with the quality of our product/s or our customer

service. A customer may raise a complaint by sending an e-mail to our Customer Service

at:support@gamepro.games

We will endeavor to handle complaints as soon as practicable. We request our clients to be patient

with our internal processes owing to the number of requests we receive on a daily basis, system

upgrades, changes requested by the regulator and new instructions from the customer.

A complaint shall be deemed to have been submitted in a valid manner when it contains clear

information regarding the customer’s identity and gives all relevant details giving rise to the

complaint.