

# Responsible Gaming

With today's rapidly developing technology, increased access to Internet and proliferation of mobile phones and tablets, we are witnessing a rise in access to unregulated gambling. Now it is more important than ever for operators, regulators, policymakers and also software providers to place a high priority on player protection. It is essential to implement [responsible gaming solutions](#) across all facets of the gaming industry.

## THE MAIN OBJECTIVES OF RESPONSIBLE GAMING ARE:

- Better customer protection
- Prevention of player addiction
- Privacy protection
- Prevention of minors & vulnerable groups from being exploited
- Protection of player's funds
- Exclusion of unlicensed and illegal operators from the market

## WHAT IS NEEDED TO ACHIEVE THESE OBJECTIVES?

- A central collection of all player activity
- Age and identity verification
- Adequate real-time monitoring of player's behavior
- Efficient measures/analytics
- Player accounts with all wagering history
- A central self-exclusion database
- Configurable limits (deposit, loss, wager, session time)

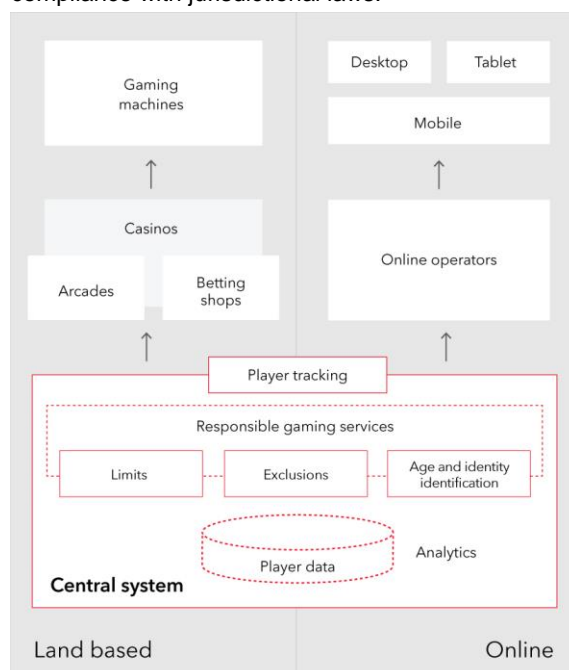
Our responsible gaming and compliance modules provide complete visibility of all player activity in a market in real-time, providing operators and regulators with the tools necessary to ensure that robust player protection measures are in place and that these measures are in compliance with jurisdictional laws.

## HIGHLIGHTS

- ➔ Player protection
- ➔ Addiction prevention
- ➔ Minors & vulnerable
- ➔ Groups protection
- ➔ Real-time
- ➔ Monitoring
- ➔ Efficient measures
- ➔ Self-exclusion



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## COMTRADE GAMING AS YOUR TECHNOLOGY PARTNER

- Gaming platforms
- Multi-channel support
- Open standards
- CRM/business intelligence
- Operational support
- Server based gaming

## EFFICIENT MEASURES & ANALYTICS

The Comtrade Gaming Business Intelligence module offers a wide array of reporting and analytics capabilities to the controlling authority. Player deposits and wagers are collected centrally both from gaming machines and online/mobile portals.

Various services then run on top of this data to monitor player behaviour and to enforce player or regulator defined limits and exclusions.

## SELF-EXCLUSION AND CONFIGURABLE LIMITS

A self-exclusion functionality enables players to block themselves from gaming activities temporarily or permanently, if they feel the need to do so. This information is stored centrally and shared across all land-based and online operators within a certain market.

Limits can be configured either by the regulators, operators or players to limit player activity within a certain time period – day, week, month.

The following activities can be limited:

- Deposits – limits the amount of funds that player can deposit within a single transaction or within a certain period of time
- Wagers – limits the amount of funds that player can wager within a given time frame
- Loss – limits the amount of funds that player can lose within a given time frame
- Session duration – limits the duration of single sessions or total amount of gaming activity within a certain period of time

## PLAYER ACCOUNTS WITH COMPLETE WAGERING HISTORY

Comtrade Gaming's Responsible Gaming solution allows players and operators to monitor their game play activity across every channel and every product in the form of a single view for each player. This enables operators to gather sufficient data and players to act responsibly.

## OUR COMMITMENT

We have developed this solution as part of our commitment to responsible gaming and to help our customers to provide players with safe and protected environment.

## OUR COMMITMENT

**responsible**  
gamblingtrust



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Comtrade Gaming is a leading independent software supplier to the gaming industry, delivering open gaming platforms and professional services to both the online and land based gaming sectors. Comtrade Gaming's strengths are in the development of enterprise software solutions that are based on industry standards. The company's product portfolio includes online gaming platforms, server based gaming systems, live casino and solutions which enable regulators to monitor and control gaming activities. [www.comtradegaming.com](http://www.comtradegaming.com)

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