

"APPROVED"
ORDER № 30/12-1 DATED 12/30/2024
DIRECTOR OF LIMITED
LIABILITY COMPANY NATIVE APPS
O. HEITS

Gambling Organizer is Limited Liability Company NATIVE APPS (EDRPOU code: 43488489) located at Svitlytskoho Street, building 35, office 108/4, Kyiv, Ukraine, 04123, which carries out its activities under the License authorizing to organize and conduct Online Casino Gambling issued by the Commission for Regulation of Gambling and Lotteries on 12/22/2022, in pursuance of the Decision № 434 dated 12/13/2022 (hereinafter referred to as the License), in accordance with the Applicable Laws of Ukraine (hereinafter referred to as the Organizer).

Gambling Game — any game that requires the Player to make a bet, which gives the right to receive a winning (prize), the probability of receiving and the amount of which depends, in whole or in part, on chance, skills and expertise of the Player.

Bonus — an electronic money substitute, bonus spins (free spin) that the Player receives from the Organizer through the execution of the bonus programs, terms of promotions posted on/in the SuperGra Portal/Mobile Application, Bonus Terms and Conditions specified in the Rules of the Gambling Organizer, and credited to the Player's Bonus Account for placing bets or available for withdrawal to the Player's bank account.

Bonus Account — a part of the Client Account where Bonuses are credited, as well as winnings received with the help of Bonuses.

Wager — a coefficient by which the Bonus is multiplied in order to calculate the amount of its turnover.

Win (prize) — money, assets, property rights, which are to be paid (disbursed) to the Player in the event of his winnings in the Gambling Games in accordance with the Rules of the Gambling Organizer.

Payout — a transaction to transfer the amount of funds specified by the Player in the order for the payout from the Client Account (refund of the deposited funds (deposit), payout of winnings, other payments) to the bank account. Within one Payout, part of the amount of funds may be, for example, a refund of funds deposited by the Player to participate in Gambling Games, and part may be a win (prize).

Portal — the site <https://supergra.ua>, which operates under the SuperGra brand and is owned and administered by the Organizer.

Bonus Wagering — a certain number and amount of bets made by the Player for the purpose of transferring bonus funds to the Client Account.

Responsible Gambling — the main principle of organizing and conducting Gambling Games, which regulates the implementation by the Gambling Organizers of measures to prevent and minimize the negative consequences of the participation of an individual in the Gambling Game, as well as measures aimed at organizing self-restraint and self-control for the Players.

Player — an individual who, at the time of registration on/in the SuperGra Portal/Mobile Application and at the time of participation in the gambling game, has reached the age of 21, has full legal capacity, and about whom there is no information in the Register of persons whose access to gambling establishments and/or participation in gambling is restricted, is not under the influence of drugs, alcohol or in any other state of intoxication, is not recognized by the Organizer as undesirable, does not have other restrictions in accordance with the Applicable Laws of Ukraine and/or the Rules of the Gambling Organizer, and/or the Rules of Online Casino Gambling, and/or the Responsible Gambling Rules (Principles), and/or the Privacy Policy of the Organizer, and/or the AML/KYC Policy of the Internet Gambling Organizer, and/or the Terms and Conditions of the Promotion Policy of the Organizer of Online Casino Gambling, who on his own volition participates in the Gambling Game on/in the SuperGra Portal/Mobile Application, has entered into the Public Offer Agreement to Participate in the Gambling Game with the Organizer and unconditionally agrees with these Rules of the Gambling Organizer, and/or the Rules of Online Casino Gambling, and/or the Responsible Gambling Rules (Principles), and/or the Privacy Policy, and/or the Terms and Conditions of the Promotion Policy of the Organizer of Online Casino Gambling of the Organizer.

Deposit — the amount of money that the Player individually deposited into the Client Account for participation in the Gambling Game.

Applicable Laws of Ukraine — the Constitution of Ukraine, laws, in particular, but not exclusively, the Law of Ukraine on State Regulation of Activities Regarding the Organization and Conduct of Gambling №768-IX dated 7/14/2020 (as subsequently amended), the Law of Ukraine on Prevention and Counteraction to Legalization (Laundering) of Proceeds from Crime, Financing of Terrorism and Financing of Proliferation of Weapons of Mass Destruction №361-IX dated 12/6/2019 (as subsequently amended), other regulations, adopted government regulations, in particular, but not exclusively, License Terms and Conditions for Conducting Activities in Organizing and Conducting Online Casino Gambling approved by Resolution of the Cabinet of Ministers of Ukraine №1341 dated 12/21/2020 (as subsequently amended), current international treaties, consent to the bound by which has been granted by the Verkhovna Rada of Ukraine.

Cashbox — a section of the SuperGra Portal/Mobile Application, where the Player has the right to make a deposit or withdrawal from his Client Account using the confirmed payment method within the limits provided by the Rules and to view the payout history.

Client Account of the Player — an online account that is opened for the Player to participate in Gambling Games on/in the SuperGra Portal/Mobile Application and is part of the Organizer's online system, which provides the Player with complete information about his actions, agreements concluded with the Organizer, balance of electronic money substitutes, and contains the information necessary to identify the Player.

SuperGra Mobile Application — various software designed to function on mobile devices with different operating systems (IOS, Android, etc.), using which the Player can have access to the tools and functions of the SuperGra Portal/Mobile Application from a mobile device.

Undesired Player — a Player who meets at least one of the specified criteria: violates the Applicable Laws of Ukraine, the Rules of the Gambling Organizer of LIMITED LIABILITY COMPANY NATIVE APPS, the Public Offer Agreement to Participate in the Gambling Game, public order, uses obscene language, threatens physical violence, insults the honor and dignity of the visitors, participants, representatives of the Organizer, other Players and third parties, as well as uses strategies in Bonus Wagering, or in relation to whom there is a reasonable suspicion of using methods, technologies, programs, techniques that may affect the results of the Winnings, refuses to undergo the identification procedure (verification, data establishment) or commits any other actions that interfere with the normal activities of the Organizer and damage its reputation.

Refund of the deposited funds (deposit) (hereinafter referred to as the "deposit refund") is a transaction for the payout (withdrawal) of funds or a part thereof that were deposited by the Player and then ordered for withdrawal from the Client Account, which are not Winnings in accordance with these Rules.

Crediting — a financial transaction directly by the Player regarding the deposit of funds to the Deposit in order to participate in the Gambling Game.

Service — a service or several services in Gambling, in particular, the organization and conduct of Online Casino Gambling.

Promo (Promotional) Code — a unique code that contains a combination of letters and numbers, which allows the Player to use it in his profile on/in the SuperGra Portal/Mobile Application to receive the Bonus or other winnings (prize).

Scatter — the direct scatter symbol, which allows activating free spins in the event of a combination specified by the developer of the slot machine in the game rules.

Bet — cash and/or electronic money substitutes transferred by the Player to the Organizer, is a condition for participation in the Gambling Game and based on the size of which, in accordance with the rules of such Gambling Game, the amount of the winning (prize) is determined.

Authorized Body — the Commission for Regulation of Gambling and Lotteries.

Free spins (FS) — Spins for free. They are provided during the promotion, their terms are indicated on the page with the description of the promotion. When using FS, electronic money substitutes are not debited from the Client or Bonus Account.

Any other terms are defined and applied in pursuance of the Applicable Laws of Ukraine and in accordance with the general understanding of the field of gambling.

3.1. These Rules of the Gambling Organizer (hereinafter referred to as the Rules) are approved in accordance with the Applicable Laws of Ukraine and determine the detailed procedure and specifics of the activities of the Organizer for the organization and conduct of Online Casino Gambling using the SuperGra Portal/Mobile Application.

3.2. The Player's registration on/in the SuperGra Portal/Mobile Application serves as a confirmation that the Player has thoroughly read and understood the Rules and gives his direct and unconditional consent to the Organizer to provide Services in accordance with the Rules.

3.3. The Player confirms that he is aware of and accepts the risks of possible loss in the Gambling Games, fully understands that the outcome of the Gambling Game depends, in whole or in part, on chance. The Player undertakes to stop participating in the Gambling Games in any way if signs of ludomania (gambling addiction) appear and/or it feels that participation in the Gambling Games will have a negative impact on his financial situation, personal and social life.

3.4. The Player undertakes to immediately stop participating in the Gambling Games on/in the SuperGra Portal/Mobile Application if he does not agree with the terms and conditions stipulated in the Public Offer Agreement regarding Participation in the Gambling Game and/or the Rules, and/or the Rules of Online Casino Gambling, and/or the Responsible Gambling Rules (Principles), and/or the Privacy Policy, and/or the Terms and Conditions of the Promotion Policy of the Organizer of Online Casino Gambling of the Organizer.

3.5. The Player unconditionally confirms that some provisions of the Applicable Laws of Ukraine in the field of consumer rights protection do not apply and/or cannot be applied to participation in the Gambling Games.

3.6. Registration of the Player on/in the SuperGra Portal/Mobile Application and participation in the Gambling Games is allowed only to persons who meet the requirements of the Applicable Laws of

Ukraine for the Player. The Player irrevocably warrants and unconditionally represents that at the time of registration on/in the SuperGra Portal/Mobile Application, he has reached the age of 21, has full legal capacity and is not in the Register of Persons with Restricted Access to the Gambling Companies and/or Participation in the Gambling Games, and also at his own free volition, inner will and desire concludes (accepts) the Public Offer Agreement to Participate in the Gambling Game, agrees with the Rules, the Rules of Online Casino Gambling, and/or the Responsible Gambling Rules (Principles), and/or Privacy Policy, and/or the Terms and Conditions of the Promotion Policy of the Organizer of Online Casino Gambling of the Organizer. The Player guarantees that he is not under the influence of drugs, alcohol or in any other state of intoxication, does not have other restrictions in accordance with the Applicable Laws of Ukraine on participation in the Gambling Games and is not recognized by other Gambling Organizers as undesired.

3.7. Taking (each time) actions on/in the SuperGra Portal/Mobile Application or in the personal profile of the Client Account on/in the SuperGra Portal/Mobile Application aimed at changing the language setting conditions for providing (displaying) information (Ukrainian, Russian, English, etc.), by his own free volition, inner will and desire, the Player confirms that he allows the Organizer (employees, third parties involved in the provision of the Services) in the future to keep/give any communication (emails, communication in messengers, online chat, provide promotional/advertising information, etc.) in the language in respect of which the Organizer received electronic confirmation (consent) from the Player (on/in the SuperGra Portal/Mobile Application or in the personal profile of the Client Account on/in the SuperGra Portal/Mobile Application) regarding the choice of the language for providing (displaying) information.

3.8. If the Player is outside Ukraine, he is responsible for complying with the rules and requirements of the laws of the country of stay and/or the country of permanent residence of the Player regarding participation in the Gambling Games, including games for money, in particular, if the Gambling Games are prohibited according to the legislation of the country of stay and/or residence of the Player.

3.9. If there is a case of erroneous registration on/in the SuperGra Portal/Mobile Application of a person who does not meet the requirements for a Player in accordance with the Rules and/or the Public Offer Agreement to Participate in the Gambling Game, and/or the Applicable Laws of Ukraine, an authorized person or a legal representative undertakes to immediately provide the Organizer with a document confirming the person's non-compliance with the requirements for the Player, in particular, regarding incapacity, limited legal capacity and/or not reaching the age of 21. If this fact is confirmed, the Organizer is obliged to immediately stop providing the Services to such a person.

3.10. It is strictly prohibited to participate in the Gambling Games on/in the SuperGra Portal/Mobile Application for the persons who:

3.10.1. did not provide an identity document containing information about the person's age for review, in case of receiving a request from an employee of the Organizer to provide such a document, if he had doubts about the person reaching the age of 21;

3.10.2. provided false information/data/documents to the Organizer and/or its representative, in particular, about themselves, including name, patronymic, information about age, place of residence or place of stay;

3.10.3. have limited legal capacity and/or are incapacitated;

3.10.4. included in the Register of Persons with Restricted Access to the Gambling Companies and/or Participation in the Gambling Games;

3.10.5. have ludomania (suffer from gaming addiction);

3.10.6. are direct founders (participants, shareholders), managers of the Organizer, in which they

are founders and/or hold management positions;

3.10.7. are representatives of the founders (participants, shareholders), managers of the Organizer, in which they are representatives of the founder and/or hold management positions;

3.10.8. may have and/or possess information about the outcome of the Gambling Game;

3.10.9. directly and/or indirectly (with the involvement of a third party/third parties) may affect the outcome of the Gambling Game or the amount of payment (granting) of winning (prize);

3.10.10. are the head, members and/or officials of the Authorized Body, except for persons conducting inspections by the control procurement method;

3.10.11. are in a state of alcohol, drug or other intoxication, or are in a state of poisoning/intoxication.

3.10.12. are citizens and/or subjects (nationals) of a state that has occupied a part of the territory of Ukraine in any way or that is committing aggression against Ukraine, recognized by the Verkhovna Rada of Ukraine as an aggressor state or an occupying state, except for those who have a valid temporary or permanent residence permit in Ukraine;

3.10.13. included in the sanctions lists;

If the Organizer detects the registered Client Accounts on/in the SuperGra Portal/Mobile Application of the above person/persons, the bets in the Gambling Games, which have been participated in, are automatically declared invalid by the Organizer, and the Client Accounts are blocked without the right to renewal.

3.11. All bets (without restrictions) are made by debiting money substitutes from the Client Account of the Player, and in the absence of money substitutes on the Client Account of the Player, electronic money substitutes on the Bonus Account are used for bets.

3.12. In the event that a person, despite the prohibition stipulated by the Applicable Laws of Ukraine and/or the Rules, has taken part in the Gambling Game on/in the SuperGra Portal/Mobile Application, the Public Offer Agreement to Participate in the Gambling Game becomes null and void. In no event, the Organizer pays out (grants) winnings (prizes) based on void agreements. If the Organizer has paid out (granted) the winning (prize) to this person, such payout (granting) of the winning (prize) shall be returned to the Organizer in full within the terms notified to such a person by the Organizer. In the event that the bet is subject to refund to an individual, the Organizer undertakes to return the funds in the amount of the bet to the person or other legal representative from the moment he becomes aware of the circumstances due to which the bet is subject to refund. In this case, the total refund period may not exceed forty-five days.

3.13. The Organizer may determine the terms and conditions for the Players to participate in the Gambling Game on/in the SuperGra Portal/Mobile Application by conducting any marketing, promotional and/or advertising activities, promotional offers, etc., approving specific rules for each individual event and/or promotional offer, which supplement the Rules and cannot contradict the Applicable Laws of Ukraine and the Rules.

4.1. Before participating in the Gambling Game on/in the SuperGra Portal/Mobile Application, the Player undertakes to create the Client Account in the "Registration" section. When registering on/in the SuperGra Portal/Mobile Application, it is necessary to indicate the email address or phone number (login) and password, which will be used by the Player to log in to the system (Client Account) and to fill out the form in the way of entering personal data: surname, name and patronymic (if available), date of birth, phone number and other data, for the purpose of subsequent identification and verification in the "Documents" section.

4.2. All personal data specified in clause 2.1 of the Rules, when registering on/in the SuperGra

Portal/Mobile Application, shall be true and correspond to reality. In order to confirm (verify) all the information provided, the Organizer has the right to request an identity document (including, but not limited to, a copy of a passport/ID card or other document, etc.), photos with the necessary document and/or use video communication means as an additional verification tool. If the necessary information is not provided, the Organizer has the right to terminate the Client Account or, in the process of registration, to suspend the registration of the Client Account until all the necessary information for identification is provided and/or finally close the Client Account/terminate the registration of the Client Account in case of failure to provide the specified information (documents).

4.3. The person who provides personal data to the Organizer bears full legal responsibility for the completeness, reliability and correctness of the provided personal data. When registering on/in the SuperGra Portal/Mobile Application, the Player directly and irrevocably confirms that he has provided accurate, complete and reliable information to the Organizer. In case of any change in personal data, the Player undertakes to update them in his Client Account on/in the SuperGra Portal/Mobile Application.

4.4. All legal liability for saving the login and password, as well as other means used for authorization on/in the SuperGra Portal/Mobile Application, is held exclusively by the Player. In the event of a change or loss of access to the authorization means used by the Player for authorization on/in the SuperGra Portal/Mobile Application (email address and/or access to it, mobile device and/or gadgets (if used as authorization means), etc.), the Player undertakes to immediately notify the Organizer by any available means of communication.

4.5. The Player is given the opportunity to open only one Client Account on/in the SuperGra Portal/Mobile Application. Any other accounts opened on/in the SuperGra Portal/Mobile Application are considered duplicates and are subject to closure by the Organizer. In exceptional cases, the Organizer may allow the Player to open a duplicate account/accounts. If the Player did not receive the Organizer's permission to open a duplicate account/accounts, the Organizer would close the duplicate account/accounts. In this case, all operations carried out from the duplicate account/accounts may be considered invalid, and the Organizer has the right to request the return of funds previously paid from the duplicate account/accounts. All funds remaining on the duplicated account are non-refundable to the Player.

4.6. In case of questions and/or the need for assistance during registration on/in the SuperGra Portal/Mobile Application, the Player has the right to contact the support team of the Organizer at the email address support@supergra.ua, message in the online chat or by calling [+38093 772 3277](tel:+380937723277), [+38099 772 3277](tel:+380997723277), [+38097 772 3277](tel:+380977723277), [0 800 300 583](tel:0800300583).

4.7. If the Player has problems with the authorization or use of the Client Account on/in the SuperGra Portal/Mobile Application, he has the right to contact the Organizer with a description of the problem and has no right to register any other account on/in the SuperGra Portal/Mobile Application without the express consent of the Organizer.

5.1. The Player has no right to disclose/divulge/notify (intentionally and/or accidentally) to any third parties his login/password, which he used when filling out the registration form on/in the SuperGra Portal/Mobile Application during the registration of the Client Account. In the event that the Player loses or forgets the data of his Client Account, the Player has the right to restore the password by taking action after clicking the "Password recovery" link located in the pop-up window (form) for entering the account on/in the SuperGra Portal/Mobile Application.

5.2. The Player is solely legally responsible for saving his login and password for authorization on/in

the SuperGra Portal/Mobile Application, as well as for any actions and/or operations carried out from his Client Account. The Player is legally responsible for all expenses incurred from his Client Account by third parties, in the event that the Player has not taken all necessary measures to prevent and/or limit the access of third parties to his Client Account on/in the SuperGra Portal/Mobile Application.

5.3. In case of unauthorized access to the Client Account or/or in case of any other violation of the security of access to the Client Account of the Player on/in the SuperGra Portal/Mobile Application, the Player shall immediately notify the Organizer. The Player is obliged to provide the Organizer with evidence of such unauthorized access. Under no circumstances, the Organizer is legally responsible for expenses, losses and damages caused to the Player as a result of the actions of third parties from the Client Account, regardless of whether they were authorized by the Player or without the Player's knowledge.

5.4. Any actions taken on/in the SuperGra Portal/Mobile App using the Client Account of the Player are legally deemed to have been taken by the Player until proven otherwise.

6.1. The Player unconditionally warrants, confirms and agrees that:

- At the time of registration on/in the SuperGra Portal/Mobile Application, he has reached at least 21 years of age;
- The Player is the full-fledged direct owner of funds on the Client Account. All information provided by the Player to the Organizer in the process of registration, identification/verification on/in the SuperGra Portal/Mobile Application and/or during another period, including as part of any agreement that requires the payment of funds, is reliable, up-to-date, accurate and fully corresponds to the name(-s) on the credit/debit card(-s) or in other payment systems that will be used to deposit or receive funds to/from the Client Account of the Player.

6.2. By directly agreeing with the Rules, the Player fully grants the Organizer the right to carry out identification, verification and other checks in accordance with the Applicable Laws of Ukraine, regulatory authorities, and at the discretion of the Organizer for the purpose of checking and confirming the Player's identity, contact information, age and other data (hereinafter referred to as the Checks).

6.3. At the time of the Check, the Organizer may restrict the Player's ability to make payments (winnings, deposit returns, other payments) from the Client's Account.

6.4. In the event of uncertainty, inaccuracy, incompleteness and/or misleading of the Organizer by any information provided by the Player, as well as in the event that the provided information fails to comply with the data specified in the submitted documents confirming the Player's identity, such actions indicate that the Player violates these Rules, and the Organizer, in such a case, may close the Client Account of the Player immediately and/or refuse to use the SuperGra Portal/Mobile Application Services by the Player and take other actions at its own discretion without violating the terms stipulated in the Applicable Laws of Ukraine.

6.5. In the event that the Organizer is not able to confirm that the relevant person has reached the legal age (21 years old), the Organizer may suspend the Client Account of such a person. If a person whose age is less than the legal age (21 years old) participates in the Gambling Game on/in the SuperGra Portal/Mobile Application, then:

- the Client Account of a person under the age of 21 will be closed;
- all operations carried out during this time become invalid, and the corresponding funds deposited by a person who has not reached the age of 21 to the Client Account will be returned by crediting them to the bank account from which the specified funds were deposited to the Client Account;
- any bets made by a person under the age of 21 during this time will be void and the relevant winnings (prizes) are lost. If such a person has managed to withdraw the amounts of the winnings (prizes), such funds are subject to return at the Organizer's request.

6.6. The Player confirms that he is fully aware of the risk of losing money during the Gambling Game on/in the SuperGra Portal/Mobile Application and the Player irrevocably warrants that he understands his own full legal liability for any losses related to the use of the SuperGra Portal/Mobile Application Services. The Player acknowledges that he uses the Services solely at his own choice and decision, at his own risk. The Player has no right to lodge any claims to the Organizer due to his damages and/or losses.

6.7. Before participating in the Gambling Game on/in the SuperGra Portal/Mobile Application, the Player shall be fully aware of the general methods, rules and procedures of providing Online Casino Services and Gambling. The Player irrevocably warrants that he understands his own full legal liability for ensuring the correctness of these bets and the Gambling Games. The Player undertakes not to commit any actions or deeds that may harm the reputation of the Organizer.

6.8. Identification of the Player (verification, data establishment by the Organizer) involves the collection of the following data by the Organizer:

- surname, first name, patronymic (if available) of a person;
- age (date of birth) of a person;
- information about the presence or absence of a person in the Register of persons whose access to gambling establishments and/or participation in gambling is restricted.

6.9. Identification of the Player (verification, data establishment by the Organizer) is carried out by the Organizer's employee until the bet is accepted through the Internet using identification methods and (or) other verification methods used in accordance with the Applicable Laws of Ukraine on the Protection of Personal Data and the Rules.

In order to identify (verify, establish data by the Organizer) the Player, it is necessary to upload a passport or identity document in the "Documents" section and take a personal photo (live selfie) with your own image and documents required for the identification of the Player (verification, data establishment by the Organizer). All information shall be clearly visible on the document, in particular: name, surname, photo, date of birth, document number, etc. The Organizer can accept only color photos of the documents (black and white scanned copies, photocopies of the documents or other low-quality documents are strictly prohibited) for identification of the Player (verification, data establishment by the Organizer). The pages of the document shall be fully visible.

If necessary, the Organizer may at any time request additional documents certifying the identity, regardless of whether the Player underwent initial identification (verification, data establishment). The list of additional documents includes (but is not limited to) a digital photo of the Player with a passport or identity document ("selfie with the passport in hand"), utility bills, account/card bank statement, etc. The Player can provide these documents by sending an email to support@supergra.ua. In the cases stipulated by the Applicable Laws of Ukraine, the Organizer may conduct due diligence of the Player. During this period, the Player is obliged to provide all

necessary documents at the Organizer's request.

6.10. Identification of the Player on the Internet (verification, data establishment by the Organizer) can be carried out by the Organizer using an electronic signature, a SIM card supporting the MobileID method, the BankID method or other verification methods used in accordance with the Applicable Laws of Ukraine.

6.11. For the purpose of additional identification of the Player on the Internet (verification, data establishment) and/or for the actual verification of the Player's identity, in particular, but not exclusively, in the case of payout/granting of the winnings/prizes (on the Internet and/or before handing over the winning/prize), the Organizer may request additional documents from the Player, in particular, identification number (taxpayer registration identification card number), a copy of the identity document, the Player's own image with the required document, or require the use of video communication.

6.12. The Organizer has the right to engage third parties to process the Player's data in order to improve and speed up the identification of the Player (verification, data establishment).

6.13. Identification of the Player's age on the Internet (verification, data establishment by the Organizer) is carried out by the Organizer before the bet is accepted on/in the SuperGra Portal/Mobile Application.

6.14. Through the Rules and special organizational procedures, the Organizer introduces a policy that provides special opportunities to reliably identify (verify, establish data by the Organizer) about the age of the Player, in particular, to impose the relevant obligations on the Player.

6.15. During the identification procedure of the Player (verification, data establishment) using an electronic signature, a SIM card with support for the MobileID method, the BankID method or other verification methods, the Organizer undertakes to comply with the Applicable Laws of Ukraine on the Protection of Personal Data.

6.16. The Player bears full legal responsibility for the authenticity of the documents and information provided to the Organizer in accordance with the Applicable Laws of Ukraine.

6.17. In case the Player falls under the definition of a "Politically Exposed Person" or a "Person Associated with Politically Significant Persons" or a Family Member of the "Politically Exposed Person" within the meaning of Ukrainian or foreign legislation (including, without limitation, Recommendations of the Financial Action Task Force (FATF), European Union Directive 2015/849, etc.), the Player undertakes to notify the Organizer immediately after registration on/in the SuperGra Portal/Mobile Application.

6.18. In case of refusal (evasion) of the Player from the identification procedure (verification, data establishment by the Organizer), submission of other person's, forged (edited using various programs and graphic editors) documents, failure to submit all necessary documents at the request of the Organizer, implementation of other actions aimed at manipulations with personal documents, etc., the Organizer refuses to confirm the Client Account and reserves the right to grant such Player the status of the Undesired Player.

7.1. All operations on the Client Account of the Player are performed in UAH (hryvnia).

The Organizer accepts only those funds (payments) that were transferred to the Organizer's bank account from an account opened in a bank that is a resident of Ukraine.

7.2. In case of crediting funds to the Client Account by the Player by depositing funds to the Deposit, the Deposit may be credited no earlier than the receipt of funds to the Organizer's bank account, unless otherwise provided by the Applicable Laws of Ukraine.

7.3. Crediting funds to the Client Account Deposit is possible using the payment methods indicated

on/in the SuperGra Portal//Mobile Application in the "Cashbox" — "Deposit" section.

7.4. In any case, the Organizer is not liable for failure to receive the funds to the Client Account Deposit within the specified period due to the fault of third parties (operation of payment systems, banks, etc.), due to force majeure (accident in authorization centers, loss of communication channel, etc.) or any other circumstances/events beyond the reasonable control of the Organizer.

7.5. The Player shall deposit into the Client Account solely on his own, from his own bank, payment account or in any other way in accordance with the Rules.

7.6. If there is a suspicion of fraudulent and/or other illegal actions on the part of the Player and the Organizer discovers the facts of depositing into the Client Account by third parties (or the personal data of the cardholder do not correspond to the data of the Player), the Organizer may completely cancel all bets of the Player in the Gambling Games, restrict the access of the Player to use the Client Account and, in the event of detection of a violation of the Rules, the Client Account shall be closed and the Player shall be assigned the status of the Undesired Player and the Player shall be completely prohibited from participating in Gambling Games on/in the SuperGra Portal/Mobile Application.

7.7. If the Player commits actions that do not comply with the Rules, without the purpose of making a bet in the Gambling Game and inappropriate operations (for example, crediting the Deposit when there are funds in the Client Account, etc.) related to crediting funds to the Client Account, the Organizer may additionally take actions to impose restrictions on the Player regarding the amount of crediting of the Deposit and/or the amount of payment of funds from the Client Account and reserves the right to grant the Player the status of the Undesired Player.

7.8. The time of crediting funds to the Client Account Deposit, the financial transaction fee and any other expenses of the Player may be changed. All terms and conditions, up-to-date information about operations are displayed by the Organizer on the page of the SuperGra Portal/Mobile Application in the "Cashbox" section.

7.9. The minimum amount to deposit into the Client Account is 100.00 UAH.

7.10. The Organizer is in no way liable for any additional fees and restrictions of banking institutions, payment companies, and financial intermediaries of the Player.

7.11. In the event of delays in crediting the Deposit and receiving the funds to the Client Account, the Player has the opportunity to contact the technical support team of the Organizer using the available means of communication or the Organizer's chat or email support@supergra.ua.

8.1. Calculation of the outcome and summing up of Gambling Games on/in the SuperGra Portal/Mobile Application is carried out immediately after the announcement of their results in accordance with the rules of the Gambling Game, except as specifications established by the Rules.

8.2. The Player can submit an order to the Organizer for the payment amount (winnings, deposit refund, other payments) in the "Cashbox" — "Payments" section of the Portal, indicating the desired amount (within the balance of his Client Account) in the "Payments" field, provided that:

- the Player has complied with these Rules;
- all the necessary procedures related to the verification have been completed in full;
- all payments made to the Client Account Deposit have been checked for the absence of unacceptable actions, and no transaction has been canceled or otherwise eliminated;
- the bonuses were wagered by the Player using the Wager (in case the Player wants to pay out the funds that were wagered using the bonuses);

- the Player made a request to the Organizer to make a payout.

8.3. Payout (winning, deposit return, other payments) can be received by the Player using the payment methods provided on/in the SuperGra Portal/Mobile Application in the "Cashbox" section. In this case, the Player needs to consider the following:

- the first payment is possible only after confirmation by the Organizer of the email, telephone number, and payment methods of the Player on/in the Portal/SuperGra Mobile Application in the "Documents" section and not earlier than after the expiration of 24 (twenty-four) hours from the moment of the first crediting of funds to the Client Account of the Player;
- the payout of funds from the Client Account of the Player can be made exclusively to the Player's bank card, which was used for the deposit;
- when transferring the payout (winning, deposit return, other payments) to the Player's payment card, all Bonuses activated by him shall be wagered or canceled;
- the Organizer reserves the right to perform additional checks on any transactions. Their duration cannot exceed 30 days;
- for suspicions of a violation of the Applicable Laws of Ukraine, the Organizer is obliged to conduct an additional check with an additional delay in payment for no more than 30 days;
- in the event of strong evidence that fraudulent actions have been committed by the Player, the Organizer has the right to refuse to pay him/her with subsequent blocking of the Client Account.
- the payout by the Organizer is made around the clock, but the terms and conditions of bank and payment transactions performed by financial companies that have the appropriate license in accordance with the Applicable Laws of Ukraine shall be taken into account;
- the payout by the Organizer is made after the turnover of bets in the amount of 200% of the Player's deposited funds.

8.4. Transactions of depositing and payout (withdrawal) and/or refund of funds from the Client Account shall be carried out in UAH (hryvnia) and by one payment method. Transactions on the payout (withdrawal), payment and/or return of the funds from the Client Account in favor of the Player are carried out by crediting funds to the bank account of a bank that is a resident of Ukraine. In the event that the Player does not have a bank account opened in a bank that is a resident of Ukraine, the Organizer has the right to withhold (not to carry out) operations on payout (withdrawal), payment and/or return of the funds from the Client Account in favor of the Player until the Player opens a bank account in a bank that is a resident of Ukraine and informs the Organizer about the specified account through the support team by sending an email with a photo (selfie) of the Player with a bank card to the following email: support@supergra.ua.

8.5. The payment funds (payouts) from the Client Account are paid/made only upon confirmation that the Player is the owner of accounts in the payment systems and banking institutions. The payment of funds for the benefit of other (third) parties is not carried out and is prohibited.

8.6. When paying out the winnings, in accordance with the Tax Code of Ukraine, the Player has the obligation to pay personal income tax and military levy from the amount of the winnings, which the Organizer as a tax agent accrues, withholds and pays to the state budget of Ukraine on behalf and at the expense of the Player.

8.7. The Player is obliged to provide his own taxpayer registration identification card number (hereinafter referred to as the RNOKPP) or a document confirming the refusal to receive the RNOKPP before the order is placed to receive a payout (winning, deposit return, other payments).

8.8. Any fees of the banks, financial companies, payment systems, etc., which will be carried out

during any payment in favor of the Player from the Client Account, are borne by the Player, by deducting the appropriate amount from the relevant payout (the cost of the services of banks, financial companies, payment systems, money transfer fees, etc.).

8.9. The Player bears full legal responsibility for providing reliable information when placing an order with the Organizer for payout.

8.10. In the event that the Player makes transactions during the payout of funds from the Client Account that do not comply with these Rules, and conducts inappropriate transactions (crediting of the deposit, if funds are available on the Client Account, etc.) related to the payment of funds to the Client Account, the Organizer takes additional actions to impose restrictions on the Player regarding the amount of Deposit crediting and/or the amount of the payout of funds from the Client Account and reserves the right to grant the Player the status of the Undesired Player.

8.11. The funds can be paid from the Client Account of the Player only to the Player's bank card, which was used to credit the Client Account Deposit.

In the event of a change in the bank details of the Player's card or if the Deposit of the Client Account was credited using a different bank card and/or using a different payment system, the Organizer shall be duly notified thereof.

After receiving confirmation of changes to the details of the Player's bank card or payment system from the Organizer, the Organizer has the right to oblige the Player to make a minimum deposit into the account with the appropriate card in order to be able to make a transaction to receive the payout from the Client Account.

8.12. The Organizer is not liable for restrictions that exist in banking institutions, payment systems, organizations and other financial institutions, regarding the number of transactions, the amount of payments and other restrictions that may be established by such organizations and/or the Applicable Laws of Ukraine.

8.13. When carrying out financial operations for the payment of the Player's funds, the Organizer reserves the right to combine several (two or more) financial operations into one. The Organizer also reserves the right to pay out the Player's funds by dividing one financial transaction into several (two or more) financial transactions.

8.14. Funds are credited to the Player's bank account in accordance with the Applicable Laws of Ukraine and the internal rules of banking institutions, payment systems, and financial institutions.

8.15. In the event of suspicious or fraudulent activities, including the use of stolen bank payment cards (credit/debit) and/or any other fraudulent activity (including any refunds or cancellations of payments), including the deposit of funds for the purpose of exchange between payment systems, the Organizer reserves the right to block such Client Account, cancel any payments made and collect any winnings. The Organizer has the right to inform the relevant authorities and/or organizations (including credit agencies) of any fraudulent actions with payments or other illegal activities. The Organizer reserves the right to hire collection agencies to recover payments. Under no circumstances, the Organizer is liable for any unauthorized use of bank payment cards, regardless of whether the theft of bank payment cards has been reported.

8.16. Funds from the Client Account of the Player can be used to compensate for losses caused to the Organizer. For fraud and other criminal acts, including fallacies of the Player, any amount from his Client Account may be debited in favor of the Organizer.

8.17. The payout of funds from the Client Account of the Player at the Player's initiative is possible no earlier than 24 (twenty-four) hours from the moment of the first crediting of funds to the Client Account of the Player.

8.18. The minimum payout amount is UAH 500.00.

8.19. In the case of suspicion of a violation of the Applicable Laws of Ukraine and the Rules, the

Organizer has the right to conduct an additional check with a delay in the payment of funds to the Player for the entire period of such check.

8.20. The Organizer reserves the right to return funds from the Client Account of the Player in any way at its discretion, including determining the fees, limits on the number and amount of transactions, in accordance with the Applicable Laws of Ukraine.

8.21. The Organizer has the right to withhold a fee in the amount of its expenses for the payment of funds that were not used in the Gambling Game.

8.22. Payment terms are calculated upon the creation of the last payment order.

8.23. Limits for payment of the funds from the Client Account at the request of the Player are as follows:

8.23.1. The daily payout limit of the Player's funds cannot exceed more than UAH 30,000.00.

8.23.2. The weekly payout limit of the Player's funds cannot exceed more than UAH 150,000.00.

8.23.3. The monthly payout limit of the Player's funds cannot exceed more than UAH 750,000.00.

9.1. The Inert (Inactive) Player Account is the Client Account on which no activity on the part of the Player has been detected for more than 12 (twelve) calendar months, in particular:

9.1.1. A deposit was not credited for the purpose of participating in Gambling Games (a successful deposit);

9.1.2. No bets in Gambling Games have been made;

9.1.3. A request for the payout of funds has not been made.

9.2. The Organizer continues servicing the Client Account of the Player on a gratuitous basis as long as the Player actively uses the Organizer's services.

9.3. In case of obtaining the status of the Inert (Inactive) Account of the Player, a fee for service of such account will be charged from the positive balance on the account to cover administrative costs in the amount of UAH 100.00 (one hundred hryvnia) per month. The administrative fee is charged until the account balance is zero, with a zero account balance, the administrative fee for account service is not charged.

9.4. The Player will be notified of the inactive status of his Client Account and of the first withdrawal of the service fee using the contact information available in the Client Account. The administrative fee will be charged monthly starting on the 30th day after the first notice of inactive account status and until the account becomes active or the balance reaches zero.

9.5. Simultaneously with the first debiting of the administrative fee, all bonus campaigns are also deactivated, bonuses and any other points or accumulation of money in promotions, loyalty programs or other programs that were previously activated from the Client Account are canceled.

9.6. The Player with the Inert (Inactive) Account can "activate" his account at any time by doing one of the following actions:

9.6.1. Make a Deposit in order to participate in Gambling Games (a successful deposit);

9.6.2. Make a bet to participate in Gambling Games;

9.6.3. Make a payout of the funds.

10.1. **Self-restriction.** The person's participation in the Gambling Game is limited by entering into the Register of persons whose access to gambling establishments and/or participation in gambling is restricted:

10.1.1. Individually at the person's request by personally submitting a written statement

(statement of self-restriction) to the Organizer of Gambling Games or the Authorized Body with the simultaneous presentation of the identity document;

10.1.2. By the authorized body upon a substantiated application of family members of the first degree of kinship or legal representatives (statement of restriction) for a period of up to six months in accordance with the procedure specified in this Article;

10.1.3. By court decision.

10.2. The Player can individually limit himself from participating in Gambling Games for a period of six months to three years by personally submitting a written statement (statement of self-restriction) to the Organizer of Gambling Games or the Authorized Body with the simultaneous presentation of the identity document.

10.3. The statement can be submitted in written or electronic form by sending the statement to the email of the Authorized Body info@gc.gov.ua or to the Organizer's email support@supergra.ua. Such a statement shall be signed with an electronic signature and submitted in compliance with the Applicable Laws of Ukraine on Electronic Trust Services.

10.4. In the case of submitting a statement for self-restriction, withdrawal of the statement is not allowed.

10.5. The sample (form) of the self-restriction statement is posted on/in the SuperGra Portal/Mobile Application in the "Responsible Gaming" section.

10.6. The self-restriction statement should contain:

- information about an individual submitting the statement: surname, name, patronymic (if available);
- information about a person in respect of whom the restriction is imposed: surname, name, patronymic (if available), data of the identity document (name of the document, series (if available), number, date of issue, name of the authority that issued the document, official name of the body of the foreign state in which the document was issued);
- period of refusal to visit gambling companies and participate in other types of Gambling Games;
- date of the statement and personal signature of the applicant (except for the application submitted in electronic form).

10.7. The Organizer immediately, but not later than within 24 (twenty-four) hours from the moment of receipt of the statement of self-restriction, shall return the statement to the Player for the elimination of deficiencies only if it is impossible to identify the person in respect of whom the statement was submitted.

10.8. In the event that the period of restriction on participation in the Gambling Game in the submitted statement is less than six months or unavailable, it is considered that such a statement was submitted for a period of six months.

10.9. No later than the next business day from the date of receipt of the statement of self-restriction or the court decision on restriction on visits to the gambling companies and participation in Gambling Games, the Organizer enters information about an individual, in respect of whom there are restrictions on participation in Gambling Games, into the Register of Persons with Restricted Access to the Gambling Companies and/or Participation in the Gambling Games.

10.10. **Self-exclusion** is the blocking of the Client Account of the Player for a certain period during which the Player will not have access to his Client Account. Self-exclusion is applied for the period specified by the Player when applying for self-exclusion.

10.11. Self-exclusion can be performed by the Player on the page of the SuperGra Portal/Mobile Application in the "Responsible Gaming" section.

10.12. The consequences of self-exclusion are as follows:

10.12.1. Blocking of the Client Account of the Player for the period of self-exclusion;

10.12.2. The Player's inability to log into his Client Account during the self-exclusion period, deposit into the Client Account and receive cash payments from it, and participate in Gambling Games on/in the Organizer's Portal/SuperGra Mobile Application.

10.13. Setting limits — the introduction by the Organizer for the Player of a mandatory break in Gambling on/in the SuperGra Portal/Mobile Application, as well as after registration of the Client Account on/in the SuperGra Portal/Mobile Application, until the moment of acceptance of a bet in Gambling, as well as setting a limit for the Player, that he/she wishes to spend in Gambling during a certain time (day, week, month), and setting the maximum time of continuous participation of the Player in Gambling per day, and the maximum time of his/her participation in Gambling per week, and setting the selected time of participation in the game.

10.14. After registering the Client Account on the "Limits" page in the personal profile of the Client Account on/in the SuperGra Portal/Mobile Application, the Player is obliged to select the following limits set by the Organizer for participation in Gambling:

10.14.1. Limit of funds that a Player wishes to spend in Gambling during a day/week/month:

10.14.1.1. Maximum (1 000 000 000 UAH).

10.14.1.2. 100 000 UAH.

10.14.1.3. 50 000 UAH.

10.14.1.4. 15 000 UAH.

10.14.1.5. Own answer.

10.14.2. Limit of the maximum time of continuous participation in Gambling per day:

10.14.2.1. Maximum (24 hours).

10.14.2.2. 2 hours.

10.14.3. Limit of the maximum time of participation in Gambling per week:

10.14.3.1. Maximum (168 hours).

10.14.3.2. 50 hours.

10.14.3.3. 30 hours.

10.14.3.4. 15 hours.

10.14.3.5. Own answer.

10.15. The Player has the right to change the set limit specified in clause 10.14.1. of these Rules no more than once a month.

10.16. In case of failure to comply with clause 10.14. of these Rules, the Player is not allowed to participate in Gambling on/in the SuperGra Portal/Mobile Application.

10.17. The Organizer establishes a mandatory break in Gambling for the Player on/in the SuperGra Portal/Mobile Application. A mandatory break is set by the Organizer in the form of an informational message after a 2-hour continuous game in Gambling on/in the SuperGra Portal/Mobile Application. The Player does not have the opportunity to change or disable the mandatory break in Gambling on/in the SuperGra Portal/Mobile Application. Setting limits specified in clause 10.14. of these Rules does not affect the establishment by the Organizer of a mandatory break in Gambling on/in the SuperGra Portal/Mobile Application for the Player.

11.1. When using the Portal and Services, the following is prohibited:

11.1.1. Fraud, use of malware, bots, viruses, bulk mailings and other illegal activities on/in the SuperGra Portal/Mobile Application.

11.1.2. Use of aggressive, offensive manner of communication, profane language, threats,

humiliation of other Players or employees/representatives of the Organizer.

11.1.3. Distortion, deletion or alteration of any information posted on/in the SuperGra Portal/Mobile Application.

11.1.4. Copying the SuperGra Portal/Mobile Application, including any of their parts, in any form without expressed written consent of the Organizer.

11.1.5. Provision of information about the relations between the Player and the Organizer to third parties.

11.1.6. Fraudulent actions with bank payment cards: using stolen, cloned or otherwise illegally obtained bank card data to make a deposit or other payment cards and payment products of which the Player is not the holder.

11.1.7. Participation in any criminal activity, including money laundering and any other activity with criminal legal consequences.

11.1.8. Entering into or attempting to enter into a conspiracy, and/or intending to participate directly or indirectly in any scheme of collusion with another Player while Gambling on/in the SuperGra Portal/Mobile Application.

11.1.9. Using errors in the interface of the SuperGra Portal/Mobile Application or the Organizer's software to gain access (including access to information) that would otherwise not be available to the Player. The Player shall notify the Organizer in case of obtaining such access.

11.1.10. Violation and/or circumvention of the security system of the SuperGra Portal/Mobile Application. If the Organizer suspects that the Player is trying to hack, access or otherwise bypass the security system or software, the Organizer will immediately deny the Player access to the SuperGra Portal Services/Mobile Application and block the Client Account. The Organizer will be forced to inform the relevant law enforcement and other authorized bodies thereof.

11.1.11. Sale or transfer of the Client Accounts between the Players.

11.2. In the event that the Player violates the prohibition specified in clause 11.1.2. of these Rules, the Organizer has the right to:

11.2.1. Not to communicate with such Player.

11.2.2. Prohibit/block the Player's access to the Services of the SuperGra Portal/Mobile Application.

11.2.3. Block the Player's Client Account.

11.2.4. Prohibit the Player from participating in Gambling on/in the SuperGra Portal/Mobile Application.

11.2.5. Grant the Player the status of Undesired Player.

11.3. In case of prohibition/blocking of the Player's access to the Services of the SuperGra Portal/Mobile Application, blocking of the Client Account, prohibition of the Player to participate in Gambling on/in the SuperGra Portal/Mobile Application, the Organizer undertakes to refund the Player or his/her legal representative from the Client Account within 45 days from the date of detection of the violation of the prohibition specified in clause 11.1.2 of these Rules.

11.4. The Organizer has the right to suspend, revoke or cancel any payouts or winnings related to the bonus electronic money substitutes received from the Organizer if there is a suspicion that the Player is trying to misuse them.

11.5. The Organizer will take all possible actions to exclude, as well as to identify conspiracies and their participants, and appropriate measures will be taken against such persons. The Organizer shall not be liable for any losses or for any damage suffered by the Player or any other user of Services of the SuperGra Portal/Mobile Application as a result of collusion, fraudulent actions and other illegal actions. In such cases, all actions remain at the discretion of the Organizer.

11.6. The Players must notify the Organizer as soon as possible by contacting the support service via chat, email, or other contact details published on/in the SuperGra Portal/Mobile Application if

they suspect collusion or fraudulent actions of other Players or users.

11.7. If the Organizer suspects the Player of fraud and/or using strategies in the game with an active bonus in order to fulfill the requirements for wagering the bonus, including collecting Scatters to receive free spins using the Bonus Account and further receiving free spins to the Client Account, in the game with increased bets, including the use of bonus functions to increase the bet and a sharp decrease in bets after that, etc. (other cases are provided for by the Rules and/or the Applicable Laws of Ukraine), the Organizer may at any time without prior notice withdraw the bonus from the Player's account. In such a case, the Organizer shall be relieved of its obligation to refund or otherwise compensate the Player for the funds held on his/her Client and Bonus Account. The Organizer reserves the right to inform the relevant law enforcement and other Authorized bodies about this.

11.8. The Organizer is not responsible for deficiencies in information technology tools resulting from the operation of the equipment used by the Player to access the SuperGra Portal/Mobile Application, as well as for failures in the operation of Internet providers.

11.9. If in case of violation/non-fulfillment of the Rules by the Player, the Organizer has not taken any sanctions, restrictions or other actions in accordance with the Rules and/or the Applicable Laws of Ukraine, such actions of the Organizer shall not be considered as a waiver of the right to impose sanctions or to protect its rights and legitimate interests, in particular, in administrative or judicial proceedings in the future.

11.10. The Organizer is not responsible for any losses or damages that the Player or a third party may incur as a result of information technology malfunctions caused by hacker attacks, malware when using the SuperGra Portal/Mobile Application, including in case of downloading any materials posted on/in the SuperGra Portal/Mobile Application and/or any links posted on/in the SuperGra Portal/Mobile Application.

12.1. The bonus is considered a Free Bet or a Gambling Game that has no cash equivalent. Any movement of the Bonuses that occurs on the Client Account of the Player without payment of funds does not result in the Player's income but is part of the Gambling process. No cash alternative, substitution, exchange of any of the Bonuses is allowed, except for the cases described in the Rules. Bonuses can be in the form of electronic substitutes for hryvnia, if it is provided by the terms of a particular promotion held by the Organizer.

12.2. Each Player has two balances — the Client Balance on the Client Account and the Bonus Balance on the Bonus Account. First of all, his Customer Balance from the Client Account is used for bets.

12.3. The process of crediting and use of the Bonus credited by the Organizer is governed by the following set of rules:

12.3.1. in order to receive the Bonus, it shall be activated. The Player shall familiarize himself with the rules for wagering the Bonus in advance before activating it;

12.3.2. the amount of money substitutes for the Bonus is added to the Bonus Balance of the Bonus Account. When using an activated Bonus, electronic money substitutes from the Customer Balance of the Client Account are first used for bets, and only after that electronic money substitutes for the activated Bonus from the Bonus Account are used unless otherwise specified;

12.3.3. all winnings (prizes) are credited to the Customer Balance of the Client Account, and their further payment is not possible until the bonus is fully withdrawn from the Bonus Account;

12.3.4. after fulfillment of the terms of wagering the bonus, i.e., when the wagering requirements are met, the winning (prize), if any, for the Wagering Bonus, is transferred to the Customer Balance

of the Client Account and the possibility of paying out the winnings (prizes) in the amount within the available electronic money substitutes to the Client Account and in accordance with the payout limits provided by the Rules. The bonus wagering process is the making of bets for a given amount, described in advance in the Bonus Terms and Conditions. Not all Bets are taken into account when fulfilling Wager Terms and Conditions. In particular, bets in Table Gambling Games (Roulette, Live Casino and others) and types of poker are not included in Bonus Wagering, some Gambling Games of the slot type, due to their features, may be limited to use for the Bonus Wagering using the Wager. It is possible to find the Gambling Games in which you can wager the bonus in the "All Games" category, using the filter (Games for the Bonus Wagering) on/in the SuperGra Portal/Mobile Application. At the same time, in some Gambling Games, not the entire amount of the Bet is credited to the Bonus Wagering, but only half of the amount of such Bet (namely, in the Plinko game by BGaming (for example, if the Bet is 30 UAH, then only 15 UAH will be credited to the Bonus Wagering);

12.3.5. not all bets are taken into account as part of the Bonus Wagering. The maximum bet for the Bonus Wagering is also indicated in the Bonus description;

12.3.6. The Player can have only one Bonus active at the same time. The Player can activate the next Bonus only if the previous bonus has the status "Wagered" or "Canceled". If the Player's Bonus Account (Client Account) has a Bonus in the status "Awaiting Wagering", the system will not allow the Player to activate a new Bonus.

12.3.7. If the Bonus Balance on the Player's Bonus Account is 5 or fewer electronic money substitutes, such Bonus Balance on the Bonus Account is automatically reset.

12.4. Bonus statuses are as follows:

12.4.1. Activated: the bonus is activated and is awaiting payment or has already been credited to the game account (in the case of no deposit bonus);

12.4.2. Awaiting Wagering: fulfillment of the bonus wagering conditions is expected;

12.4.3. Wagered: all bonus wagering conditions have been met;

12.4.5. Canceled: the bonus has been canceled by the Player or the support team for some reason.

12.5. In case of disputes, the Ukrainian version of the Rules will have higher priority.

12.6. Bets made from the Bonus Balance cannot participate in any promotions or tournaments.

12.7. The terms of a particular promotion may provide for other terms for crediting and use of bonuses (for example, the bonus is not subject to wagering), which the Player is obliged to familiarize themselves with before participating in the relevant promotion.

12.8. It is strictly prohibited to use any strategies in the game with an active bonus in order to fulfill the requirements for the Bonus Wagering, including collecting scatters to receive free spins using the Bonus Balance and further receiving free spins on the Client Balance. If the Player uses strategies, and also, if the Organizer has sufficient grounds to believe that the Player's actions have elements of the strategy, in particular, using an advantage in the form of the Bonus, in this case, the Administration reserves the right to cancel all the Player's Winnings obtained after deploying the corresponding strategies.

12.9. The Organizer reserves the right to manage the Player's Bonus balance at its own discretion.

12.10. The Organizer reserves the right to limit the granting of bonus offers and replace the prize in the form of Bonuses of one type with an equivalent number of Bonuses of another type without explaining the reasons and prior notification.

12.11. The Organizer is not limited to the above rules of the game with activated bonuses and reserves the right to act at its own discretion in case of illegal game and/or attempt and/or use of fraudulent schemes by the Player/third parties.

13.1. If the Player has the intent to lodge a claim regarding the SuperGra Portal/Mobile Application (its operation, unacceptable behavior of other Players, etc.), the Player, in a reasonably short period of time, shall contact the support team regarding his complaint in the online chat, by email at support@supergra.ua.

13.2. In case of any dispute, the Player agrees that the records on the server will be used as confirmation when the Organizer makes decisions on the subject of the claim.

13.3. The Player acknowledges that the result of Gambling Games on/in the SuperGra Portal/Mobile Application is determined arbitrarily by the random number generator, and the Player unconditionally accepts the results of all Gambling Games in which he participated. If there is a discrepancy between the results of the Gambling Game on the Player's computer and the results on the server of the Gambling Game producer, the results on the server of the Gambling Game producer shall take precedence and shall not be subject to appeal. If there is a discrepancy between the information displayed on the Player's computer screen and the balance on the Client Account of the Player, the balance available on the Organizer's server will be considered the balance on the Client Account of the Player and this decision will be considered final and not subject to appeal. Any funds from the Client Account of the Player will be considered canceled if the result of their emergence on the Client Account of the Player was a mistake of the Organizer's employee or a technical malfunction.

14.1. In case of one or several provisions of the Public Offer Agreement to Participate in the Gambling Game with the Organizer and/or Rules, and/or Rules of Online Casino Gambling, and/or Responsible Gambling Rules (Principles), and/or Privacy Policy of the Organizer, and/or AML/KYC Policy of the Organizer of Online Casino Gambling, and/or the Terms and Conditions of the Promotion Policy of the Organizer of Online Casino Gambling becomes invalid, other provisions are considered legal and remain in effect in accordance with the Applicable Law. Part of the terms and conditions stipulated in the Agreement and/or Rules of the Gambling Organizer, and/or Rules of Online Casino Gambling, and/or Responsible Gambling Rules (Principles), and/or Privacy Policy, and/or the Terms and Conditions of the Promotion Policy of the Organizer of Online Casino Gambling of the Organizer, which has become invalid or unenforceable, shall be amended in accordance with the Applicable Law. At the same time, the changes shall reflect the initial goals as closely and accurately as possible.

14.2. Organizer may, at its sole discretion, at any time make changes or supplement any service offered on/in the SuperGra Portal/Mobile Application in order to support and update the SuperGra Portal/Mobile Application, in particular, to add new games, delete existing games, change the interface of the SuperGra Portal/Mobile Application etc.

14.3. In case of any failure in the system of the SuperGra Portal/Mobile Application or errors in the Gambling Game (deviation from the normal functioning of the game logic for any reason whatsoever), the Organizer will try to remedy the situation as soon as possible. The Organizer does not assume any responsibility for malfunctions of information technology tools caused by the operation of the equipment used by the visitor/the Player or other visitors/the Players to access the SuperGra Portal/Mobile Application, as well as for interruptions in the operation of the Internet provider of the visitor/the Player or the Internet provider of other Players or the Organizer.

14.4. When using the SuperGra Portal Services/Mobile Application, there may be certain circumstances when the bet was accepted or payment was made with errors on the part of the

Organizer (for example, incorrect setting of the terms of acceptance of the game bets by the Organizer as a result of obvious error or omission when entering information or as a result of the malfunction of the software or as a result of admitted errors by the Organizer in calculating the number of winnings/refunds due to the Player, including as a result of incorrect data entry manually or automatically).

14.5. The Organizer reserves the right to limit or cancel any bet that was accepted by mistake, including on the grounds provided for in clause 14.4 herein.

14.6. If the Player has used funds deposited into his Client Account or transferred to him by mistake to make subsequent bets or participate in the Gambling Game, the Organizer may cancel such bets and/or any winnings that the Player may receive using such funds, and if the Organizer has already paid money to the Player for such bets or Gambling Games, then the Player shall immediately refund these amounts to the Organizer upon first demand.

14.7. Neither the Organizer (including its employees or agents) nor its partners or contractors shall be liable for any damages, including loss of winnings, arising as a result of an error in the operation of the Organizer's online system (including technical failures) that occurred both on the side of the Player and on the side of the Organizer.

14.8. The Organizer and its licensors, distributors, subsidiaries, affiliates and all employees and directors shall not be liable for any loss or damage that may be caused by the interception or misuse of any information transmitted over the Internet.

14.9. The Organizer reserves the right to make changes, edits, updates and changes in the Public Offer Agreement to Participate in the Gambling Game, and/or Rules, and/or Rules of Online Casino Gambling, and/or Responsible Gambling Rules (Principles), and/or Privacy Policy, and/or AML/KYC Policy of the Organizer of Online Casino Gambling, and/or the Terms and Conditions of the Promotion Policy of the Organizer of Online Casino Gambling in accordance with new laws or regulations, as well as for reasons related to the improvement of services to the Players.

14.10. The Organizer reserves the right at any time and without prior notice to make changes to the operating procedure of the SuperGra Portal/Mobile Application, software and procedure for the Services, as well as in accordance with the Applicable Laws of Ukraine to change the requirements, the fulfillment of which is necessary for access and use of the Services.

14.11. If the Player does not agree with the changes in the new version of the Agreement, and/or the Rules, and/or Rules of Online Casino Gambling, and/or Responsible Gambling Rules (Principles), and/or Privacy Policy, and/or AML/KYC Policy of the Organizer of Online Casino Gambling, and/or the Terms and Conditions of the Promotion Policy of the Organizer of Online Casino Gambling, he shall stop using the SuperGra Portal/Mobile Application and/or close the Client Account on/in the SuperGra Portal/Mobile Application. Further use of any part of the SuperGra Portal/Mobile Application after updating the Agreement, and/or the Rules, and/or Rules of Online Casino Gambling, and/or Responsible Gambling Rules (Principles), and/or Privacy Polic, and/or the Terms and Conditions of the Promotion Policy of the Organizer of Online Casino Gambling will automatically be considered as consent and acceptance by the Player of the specified changes. This includes consent, in particular, to any additions or other changes in information related to the Organizer.