

"APPROVED"

Order № 23/04-1 dated 4/23/2025

Director of "NATIVE APPS" LLC

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.

Win (prize) — money, which is 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.

Payment — a transaction of transferring the amount of money specified by the Player in the order for payment from the Client Account to the bank account at the request of the Player. Within one Payout, part of the amount of money can be, for example, a refund of the replenished funds by the Player to participate in the Gambling Games, and part of it can be a winning (prize).

The Organizer's Website (hereinafter — **Portal**) — the site <https://supergra.ua>, which operates under the SuperGra brand and through which the Organizer conducts its business. The Portal is administered by the Organizer.

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.

Electronic money substitute (UAH) — the digital token that contains its denomination and enables placing a bet in the Gambling Game, and is purchased in exchange for money. When requesting a payout of winnings (prizes) / the return of funds deposited for participation in the Gambling Games, the electronic money substitute is exchanged for money at the same denomination (for example, 1 000 UAH = 1 000 UAH).

Game balance — the amount of electronic money substitutes, within which the Player has the right to place bets in gambling games or initiate the payout of winnings (prizes) or the return of funds contributed for participation in gambling.

Game balance replenishment — the process of adding funds to the Organizer's account by the Player to increase their Game balance. During the Game balance replenishment, the funds are exchanged for electronic money substitutes.

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), Regulation on the implementation of financial monitoring by subjects of primary financial monitoring, the operations of which are regulated and supervised by the Ministry of Finance of Ukraine, approved by the Order of the Ministry of Finance of Ukraine dated June 7, 2024, № 282.

Cashbox — a section of the SuperGra Portal/Mobile Application, where the Player has the right to Replenish their Game balance or withdraw from their Client Account using the confirmed payment method within the limits provided by the Rules and to view the payout history; where the exchange of funds for the electronic money substitute is carried out.

Client's account — a part of the Organizer's online system that provides the Player with complete information about their actions, agreements made with the Organizer, Game balance, and also contains information necessary for the identification of 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, 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 replenished funds — an operation involving the payment (withdrawal) of funds, or part thereof, that were deposited by the Player and subsequently requested by them to be withdrawn (taken out) from the Game balance, which does not constitute a Winnings according to

these Rules.

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

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 —State Agency "PlayCity".

Account — a current and/or payment account, electronic wallet, opened with a payment service provider, which is used by the Player for making transactions with the Organizer.

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 they are aware of and accept the risks of possible loss in the Gambling Games, fully understand 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, or if they identify other signs of gambling addiction, including those listed on the Portal/Mobile Application SuperGra in the "Responsible Gaming" section.

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, as well as if any signs of gambling addiction (ludomania) appear.

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 their actions constitute a request to communicate / receive services from the Organizer in that language, as well as they allow 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 list of persons associated with terrorist activities or against whom international sanctions have been applied, or who are included in 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 withdrawal of electronic money substitutes from the Game balance of the Player.

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 the 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 by such person 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.

3.14. The Player confirms that they fully understand the risk of losing money while participating in Gambling on the SuperGra Portal/Mobile Application and the Player unconditionally guarantees that they understand their full legal responsibility for any losses related to the use of the SuperGra Portal/Mobile Application Services. The Player confirms that they use the Services solely by their own choice and decision, at their own risk. The Player is not entitled to make any claims against the Organizer in connection with their losses, damages, and/or gambling losses.

3.15. Before participating in Gambling on the SuperGra Portal/Mobile Application, the Player must fully understand the general methods, rules, and procedures for providing Services and Online Casino Gambling. The Player irrevocably guarantees that they understand their full legal responsibility for ensuring the accuracy of the bets and Gambling activities. The Player undertakes not to take any actions that may damage the reputation of the Organizer.

3.16. The Player consents to the Organizer transferring their personal data to third parties with whom the Organizer has contractual relationships and who are involved in providing services on behalf of the Organizer, including but not limited to banks, contractors engaged by the Organizer to interact with Players, providers supplying Gambling services to the Organizer, etc. The Organizer guarantees that such third parties have confirmed to the Organizer that they comply with the requirements of the Law of Ukraine "On Protection of Personal Data."

3.17. The terms of promotions conducted by the Organizer are determined by the specific rules of each promotion.

4.1. Before participating in the Gambling Game on/in the SuperGra Portal/Mobile Application, the Player undertakes to independently create the Client Account in the Organizer's online system. When registering on/in the SuperGra Portal/Mobile Application, it is necessary to indicate the email address, the phone number (login), and password, which will be used by the Player to log in to the system (Client Account) and undergo the procedure of subsequent identification and verification. All the personal data must be true and correspond to reality.

4.2. The Organizer performs the identification (verification) of the Player using methods provided by the Regulations on the implementation of financial monitoring by subjects of primary financial monitoring, the activities of which are regulated and supervised by the Ministry of Finance of Ukraine, approved by the Order of the Ministry of Finance of Ukraine dated June 7, 2024, No. 282. The Organizer has the right to additionally request documents necessary to verify the information. The identification (verification, establishment of data) of the Player is carried out by the Organizer during the creation of the Personal Account using identification methods and/or other verification methods used in accordance with the legislation and these Rules, as well as the Organizer's internal financial monitoring rules. The creation of the Personal Account is completed with the Organizer's verification of the presence/absence of data about the person in the Register of persons restricted from accessing gambling establishments and/or participating in gambling, as well as the verification of the Player's age. 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 (verification, establishment of data) 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) or, if the provided information indicates the Player's non-compliance with these Rules and the current legislation of Ukraine, including the presence of circumstances specified in clause 3.10 of these Rules. The Organizer, upon receiving data about the surname, first name, and patronymic (if applicable) of the person, has the right to request Game balance replenishment in the amount of at least 100 hryvnias for the purpose of verifying the account's ownership. However, these funds may not be used to participate in Gambling on the SuperGra Portal/Mobile Application until the Personal Account creation process is completed. If the person does not complete the Personal Account registration, these funds may be refunded upon receipt of a written request from the person.

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/use only one Client Account on/in the SuperGra Portal/Mobile Application. The registration of multiple Personal Accounts for one Player is prohibited. Any other accounts the Player attempts to create on/in the SuperGra Portal/Mobile Application are considered duplicates and are subject to closure by the Organizer. 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.

4.8. After registering the Personal Account, the Player is allowed to replenish the Game balance (except in the case of replenishment the Game balance for the purpose of verifying the account's ownership by the person).

5.1. The Player uses their Client Account solely by themselves, The Player is not allowed to grant third parties access to use the Personal Account or participate in Gambling games on the SuperGra Portal/Mobile Application on behalf of the Player. In case of such actions, the Organizer has the right to assign the Player the status of an Undesirable Player. 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 (creating the Client Account) 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 Game balance, the money was earned in a legal way. All information provided by the Player to the Organizer in the process of registration (creating the Client Account), 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 receipt funds during transactions with the Organizer.
- The Player does not replenish the Game balance on/in the SuperGra Portal/Mobile Application using funds provided on credit.

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 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, refund of deposited funds, other payments).

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, refuses the Player to establish/maintain business relations, including refusing to provide the Services of the SuperGra Portal/Mobile Application, as well as taking other actions at its discretion, without violating the requirements of the current legislation 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), or verify the presence/absence of data about the person in the Register of individuals restricted from accessing gambling establishments and/or participating in gambling, The Organizer may restrict access to any actions in the Personal Account of such an individual. 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 and/or who is present in the Register of individuals restricted from accessing gambling establishments and/or participating in gambling, then:

- the access to any actions in the Client Account of a person under the age of 21 and/or whose information is included in the Register of individuals restricted from accessing gambling establishments and/or participating in gambling 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 and/or whose information is included in the Register of Individuals restricted from accessing gambling establishments and/or participating in gambling to replenish the Game balance 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 and/or whose information is included in the Register of individuals restricted from accessing gambling establishments and/or participating

in gambling during this time will be void and the relevant winnings (prizes) lost. If such a person has managed to initiate the withdrawal of the winnings (prizes) and it was accomplished by the Organizer, such funds are subject to return at the Organizer's request.

6.6. 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.
- The registration number of the taxpayer's identification card / the number (and, if available, series) of the Ukrainian citizen's passport, in which there is a mark about the refusal to accept the RNOKPP (TIN) or the passport number with a note about the refusal to accept the RNOKPP (TIN) in the electronic contactless medium;
- the number (and, if available, series) of the Ukrainian citizen's passport (or other document that certifies the person and, according to the legislation of Ukraine, may be used in Ukraine for concluding transactions);
- Information about the place of residence or place of stay, or place of temporary stay in Ukraine (for non-residents);
- Citizenship (for non-residents).

6.7. Identification of the Player (verification, data establishment by the Organizer) is carried out by the Organizer's employee during the creation of the Client Account using identification methods and/or other verification methods which are used in accordance with the Applicable Laws of Ukraine and the Rules, internal regulatory documents of the Organizer regulating the procedure of financial monitoring.

The Organizer at the time of establishing business relations with the Player can carry out the verification through one of such ways:

1) via the NBU BankID system in the following order:

- obtain the identification data of such a person through the NBU BankID system;
- obtain a copy of the identification document from a person (copies of the pages of the identification document containing the identification data), on which the Player's electronic signature (e-signature) is applied;
- conduct verification of the identification data contained in the copy of the identification document, the electronic signature, and the identification data obtained through the NBU BankID system, to ensure their compliance;

2) Obtaining an electronic copy of the e-passport/e-passport for foreign travel/e-residence permit for permanent residence/e-residence permit for temporary residence, generated through the Diia Portal with the application of the remote qualified electronic signature "Diia.Signature" ("Diia ID") of the person and the qualified electronic seal of the technical administrator of the Diia Portal with the corresponding qualified electronic timestamp, which will correspond to the date of the Organizer's verification of the individual.

If necessary, the Organizer may at any time request additional documents for data verification. The list of additional documents may include account/card bank statements and income certificate, an entrepreneur's income report, and declarations of the Player's property status and income. The Player can provide these documents by sending a letter with the documents, which are signed with

the Player's electronic signature (e-signature) 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. The creation of a Personal Account is completed with the Organizer's verification of the presence/absence of information about the individual in the Register of persons restricted from accessing gambling establishments and/or participating in gambling, along with the verification of the Player's age. Until the specified information is verified, the Personal Account is considered not created and remains in the registration stage.

6.8. The Organizer has the right to engage third parties to process the Player's data, and identify (verify, establish data) the Player.

6.9. Identification of the Player's age is carried out by the Organizer before the creation of the account on/in the SuperGra Portal/Mobile Application is finished.

6.10. During the identification procedure of the Player the Organizer undertakes to comply with the Applicable Laws of Ukraine on the Protection of Personal Data.

6.11. 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.

6.12. 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, etc.), the Player undertakes to notify the Organizer immediately during registration on/in the SuperGra Portal/Mobile Application.

6.13. 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 create/use the Personal Account, refuses to establish (maintain) business relations, and reserves the right to assign such a Player the status of an Undesirable Player.

7.1. All transactions for replenishing the Gaming Balance during the organization and conduction of gambling are performed in monetary form (non-cash, in the national currency — hryvnias).

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.

After the Game balance Replenishment by the Player, the Organizer automatically exchanges the replenished by the Player funds to electronic money substitutes (UAH) with the same denomination, which will be subsequently used to participate in gambling on/in the SuperGra Portal//Mobile Application. The Gaming Balance displays electronic money substitutes.

Subsequently, when the Player wishes to request a payout of winnings (prizes) or return deposited funds for participation in gambling on the Portal and/or in the SuperGra Mobile Application, they will be able to submit a payout request (prize) within the amount available in the Gaming Balance. In this case, the exchange of electronic money substitutes for cash will take place, and all payouts/returns will be made in non-cash monetary form.

7.2. The Game balance 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. The Game balance Replenishment is possible using the payment methods indicated on/in the

SuperGra Portal//Mobile Application in the "Cashbox" — "Game balance replenishment" section.

7.4. In any case, the Organizer is not liable for failure to receive the funds to the Game balance due to the fault of third parties (operation of 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 replenish the Game balance solely on his own, from his own bank, payment account or in any other way in accordance with the Rules. The Game balance cannot be replenished using funds provided to the Player on credit terms. It is prohibited to use third-party funds/payment, or bank cards to replenish the Game balance.

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 replenishment of the Game balance by third parties (or the personal data of the cardholder do not correspond to the data of the Player), the Organizer may completely cancel winnings (prizes) and restrict access of the Player to use the Game balance/Client Account and taking part in the Gambling Games on/in the SuperGra Portal/Mobile Application, and in the event of detection of a violation of the Rules, refuse the opportunity to carry out any actions connected to the Game balance, grant the Player the status of the Undesired Player and completely prohibit the Player from participating in the Gambling Games on/in the SuperGra Portal/Mobile Application.

7.7. If the Player commits dishonest or unreasonable actions violating the Rules, causing harm to the interests of the Organizer (including during payouts), particularly financial harm, the Organizer has the right to take additional actions to impose restrictions on the amounts for replenishing the Game balance and/or payout amounts from the Game balance and assign the Player the status of an Undesired Player.

7.8. The minimum amount to replenish the Game balance is 100.00 UAH.

7.9. The Organizer is in no way liable for any additional fees and restrictions of banking institutions used by the Player.

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 amount the Winning payout, Refund of replenished funds, or other payments in the "Cashbox" section of the Portal — "Payouts" indicating the desired amount (within the balance of his Game balance) in the "Payouts" 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 replenish the Game balance have been checked for the absence of unacceptable actions, and no transaction has been canceled or otherwise eliminated;
- the Player made a request to the Organizer to make a Payout.

8.3. Payout (Winning payout, Refund of the replenished funds, 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:

1. the first Payout 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 replenishment of the Game balance of the Player; the payout of funds from the Game balance of the Player can be made exclusively to the Player's verified bank card;

2. the Organizer reserves the right to perform additional checks on any Payout transactions. Their duration cannot exceed 30 days;
3. if a violation of the Applicable Laws of Ukraine is suspected, the Organizer is obliged to conduct an additional check with an additional delay in payment for no more than 30 days;
4. in the event of strong evidence that fraudulent actions have been committed by the Player, the Organizer has the right to refuse to pay them with subsequent blocking of the access to any actions with the Game balance/using the Client Account/participating in the Gambling Games on/in the SuperGra Portal/Mobile Application.
5. the payout by the Organizer is made around the clock, but the terms and conditions of bank transactions performed by banks in accordance with the Applicable Laws of Ukraine shall be taken into account;
6. the payout by the Organizer is made after the turnover of bets in the amount of 100% of the Player's replenished funds (for the purpose of preventing possible legalization/laundrying of proceeds from criminal activities, financing of terrorism, and financing of the proliferation of weapons of mass destruction)

8.4. Transactions (payments) for organizing and conducting the Gambling Games on/in the SuperGra Portal/Mobile Application are carried out exclusively in UAH (hryvnia) in non-cash form. Transactions for the Winnings payout (Winnings payout, Refund of the replenished funds, other payments) from the Game balance 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 the Payout (withdrawal) from the Game balance 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 Payout is paid/made only upon confirmation that the Player is the owner of the bank account to which the payout is performed. The Payout from the Game balance for the benefit of third parties (on behalf of the Player) in particular the individuals on whose behalf the Player requests a payout is not carried out and is prohibited (except in cases where the refund of the replenished to the Game balance is requested by a person under the age of 21, an incapacitated person, or a person whose civil capacity is restricted, or a person included in the Register of individuals restricted from accessing gambling establishments and/or participating in gambling, if the person requesting the refund is their legal representative.

8.6. When carrying out the Winning payout, in accordance with the Tax Code of Ukraine, the Player has the obligation to pay personal income tax and military levy (at the rates set by the Tax Code of Ukraine) 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. Any fees of the banks, which will be carried out during any Payout in favor of the Player from the Game balance, are borne by the Player, by deducting the appropriate amount from the relevant Payout (the cost of the services of banks, money transfer fees, etc.).

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

8.9. The payout of the funds from the Game balance of the Player can be performed exclusively to the Player's bank card, which was used to replenish the Game balance.

In the event of a change in the bank details of the Player's card or if the replenishment of the Game balance was credited using a different bank card, the Organizer shall be duly notified thereof.

After receiving confirmation of changes to the details of the Player's bank card 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 Game balance.

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

8.11. When carrying out financial operations for the Payout 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.

8.12. Funds are credited to the Player's bank account in accordance with the Applicable Laws of Ukraine and the internal rules of banking institutions.

8.13. 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 financial institutions, the Organizer reserves the right to block the access to the Client Account, any actions with the Game balance, cancel any Payouts 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. 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.

8.14. Funds from the Game balance of the Player can be used to compensate for losses caused by the Player's unlawful actions to the Organizer. In the event of performing fraud and other unlawful acts, including fallacies of the Player, any amount from their Game balance may be debited in favor of the Organizer.

8.15. The payout of funds from the Game balance 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 Game balance of the Player.

8.16. The minimum payment amount is UAH 500.00.

8.17. 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 Payout of funds to the Player for the entire period of such check.

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

8.19. The Organizer has the right to withhold a fee in the amount of its expenses for the Payout of funds that were not used to participate in the Gambling Game on/in the SuperGra Portal/Mobile Application.

8.20. The processing of the Payout request by the Organizer is carried out within a period of 1 (one) minute to 36 (thirty-six) hours. The terms for the Payout of funds are calculated from the moment the last withdrawal request is made. In this case, the Organizer is not responsible for any

delays in the transaction process caused by the bank.

8.21. Limits for Payout of the funds from the Game balance at the request of the Player are as follows:

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

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

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

8.22. A bet refund operation is possible only if the participant in the Gambling Games on/in the SuperGra Portal/Mobile Application is a person who has not reached the age of 21, is legally incompetent, has limited legal capacity, or is a person included in the Register of individuals restricted from accessing gambling establishments and/or participating in gambling. If the participant in the Gambling Games on/in the SuperGra Portal/Mobile Application is a Player (who meets the requirements of these Rules), the bets are non-refundable, as the person has already used the services (organizing and conducting gambling) of the Organizer.

9.1. The Inert (Inactive) Client 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 (one of the reasons will be enough to consider the Client Account Inert (Inactive)):

9.1.1. There was no replenishment of the Game balance for the purpose of participating in Gambling Games;

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 Game balance to cover administrative costs in the amount of UAH 100.00 (one hundred hryvnia) per month. The administrative fee is charged until the Game balance is zero, with a zero account balance, the administrative fee for Client 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. The Player who is the owner of the Inert (Inactive) Account can "activate" their Client Account at any time by doing one of the following actions:

9.5.1. Make a Replenishment of the Game balance in order to participate in Gambling Games;

9.5.2. Make a Bet to participate in Gambling Games;

9.5.3. Make a request for 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, including through the Unified State Web Portal of Electronic Services by sending the statement to the email of the Authorized Body 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 access to any actions with the Client Account/participation in the Gambling Games on/in the SuperGra Portal/Mobile Application to the Player for the period indicated by the Player when submitting a statement for self-exclusion. If the self-exclusion period was not indicated by the Player in the statement — the blocking of the access to any actions with the Client Account/participation in the Gambling Games on/in the SuperGra Portal/Mobile Application — the Organizer blocks the access to any actions with the Client

Account/participation in the Gambling Games on/in the SuperGra Portal/Mobile Application for 1 (one) month. In this case, the Player has the right to contact the Organizer to refund/pay out the funds in the Game balance.

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 access to any actions with the Client Account of the Player for the period of self-exclusion;

10.12.2. The Player's inability to replenish the Game balance, and participate in the 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 independently 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 (100 000 000 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 SuperGra Portal and/or the Mobile Application and Organizer's Services from organizing and conducting the Gambling Games, 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 (except for cases of the change of the Player's personal information which is confirmed by relevant documents).
 - 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 (except for cases provided for by the Current legislation).
 - 11.1.6. Fraudulent actions with bank payment cards: using stolen, cloned or otherwise illegally obtained bank card (account) data of which the Player is not the holder, which belongs to third parties to replenish the Game balance.
 - 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 participating in 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 access to any actions with the Client Account, as well as the access to participation in the Gambling Games on/in the SuperGra Portal/Mobile Application. 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, including giving the access to the Client Account to third parties.
- 11.2. In the event that the Player violates the prohibition specified in clause 11.1 of these Rules, the Organizer has the right to:
- 11.2.1. Not to communicate with such Player.
 - 11.2.2. Block the access to any actions with the Client Account.
 - 11.2.3. Prohibit the Player from participating in Gambling on/in the SuperGra Portal/Mobile Application.
 - 11.2.4. Grant the Player the status of Undesired Player.
- 11.3. In case of prohibition/blocking of the Player's access to participation in the Gambling Games on/in the SuperGra Portal/Mobile Application, blocking of the access to any actions connected to the Client Account, the Organizer undertakes to refund the Player or his/her legal representative from the Game balance within 45 days from the date of detection of the violation of the prohibition specified in clause 11.1. of these Rules.

11.4. 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.

11.5. 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.

11.6. 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.

11.7. 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.

11.8. 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, or 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. 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.

12.2. 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.

12.3. The Player acknowledges that the result of Gambling Games on/in the SuperGra Portal/Mobile Application is determined arbitrarily by the random number generator, is random, and does not depend on the Organizer, 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/other device that is used to participate in the Gambling Games 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 information about the amount of funds in the Player's Game balance, the balance available on the Organizer's server will be considered correct, final, and not subject to appeal. Any funds from the Game balance of the Player will be considered canceled if the result of their emergence on the Game balance of the Player was a mistake of the Organizer's employee or a technical malfunction.

13.1. 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.

13.2. 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.

13.3. 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.

13.4. 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).

13.5. The Organizer reserves the right to limit or cancel any bet that was accepted by mistake, including on the grounds provided for in clause 13.4 herein.

13.6. If the Player has used funds deposited into their Game balance or transferred to them 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.

13.7. 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.

13.8. 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.

13.9. 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.

13.10. 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.

13.11. 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.