

Responsible Gambling Statement

Our Principles

Player protection is a top priority at ZEAL. The special appeal of gambling lies in the excitement and thrill. Our range of lotteries and virtual slot machines are intended solely for entertainment and enjoyment. Every adult should be able to gamble responsibly within their means. However, some people may develop a strong urge to gamble repeatedly, which can lead to problem gambling or gambling addiction. We are aware of these risks that could arise from excessive use of our gambling services. We minimize the risks through various measures, as player protection and a responsible, transparent offering to our customers is a central component of our business activities.

In addition to general prevention and intervention measures, we therefore not only inform our customers but also train our employees so that problem gambling behavior can be identified and prevented as early as possible. In this way, we do our best to offer an all-around safe gaming experience.

To fulfill this responsibility, the companies of the ZEAL Group have implemented the following **player protection measures**. We ensure that our customers are always and fully informed about their gaming activities. We also provide our customers with various options that allow them to determine the scope of their gaming participation themselves.

1. Information about past game participations

Our customers are informed about their cumulative bets, winnings and losses for the last 30 days when they log in. Likewise, this information is always displayed in the user account, even for a longer period of time.

2. Limited game participation

Already during the registration process, our customers are asked to set their own deposit limit for each month. This can be a maximum of 1,000.00 €. The maximum stake for participation in a virtual slot game is 1.00 €. Likewise, our customers can set an individual limit on deposits, bets and losses in their user account at any time. The period (daily, weekly or monthly) is determined by the customer. A reduction of the limit becomes effective immediately, an increase only after 7 days. Through technical measures we ensure that our customers can only participate in one game at a time and that a new game always starts only when the customer agrees.

3. 24-hours break

Our customers can interrupt game participation at any time and immediately for 24 hours. To do this, customers simply need to click on the corresponding button, which is easily accessible and visible at all times. The time-out takes effect immediately and without further confirmation.

4. Self-blocking

If our customers want to interrupt their game participation for a longer period of time, they can set up a self-block. Self-blocking is possible at any time via our customer service or a contact form. Alternatively, it is also possible to have a block set up via the central player blocking system OASIS.

5. Reality-Check/ Taking a break

After one hour of play, there is a short break in the game of 5 minutes each time. A continuation of the game participation is only possible after the expiration of the interruption and confirmation of the customer.

6. Self-Check

At various points, we draw our customers' attention to the possibility of conducting a self-assessment to better evaluate their own gambling behavior. Such a self-test can be carried out free of charge, for example, on the website of the Federal Center for Health Education (BZgA).

7. Gaming behavior

We contact our customers proactively if any irregularities occur in the course of their gaming participation. We use software supported by artificial intelligence to identify conspicuous gaming behavior.

8. Information relevant to the game

We inform our customers in detail about the information relevant for a game participation. This information can be viewed in the context of the individual game rules. In particular, transparent information is provided on how much money it costs to participate in the game, what the payout percentage is, how high the probabilities of winning and losing are, and what procedure is used to determine a winner.

9. Protection of minors

Each player must register before participating in the game. During the registration process, ZEAL Group companies check and verify the data provided. Only properly verified user accounts can participate in the offered gambling. Participation in the game by persons under 18 years of age can thus be excluded. With the help of blocking software, you can protect yourself as well as minors from participating in online gambling.

10. Contact

Customer Service: 040 299 960 808 (Mo. – Sa. 9:00 – 21:00)

eMail: service@lotto24.de

Bundeszentrale für gesundheitliche Aufklärung (BZgA) Telefonberatung zur Glücksspielsucht mit Unterstützung des DLTB

Phone: 0800 – 1 37 27 00 (free of charge and anonymous)

Mo. – Do. 10:00 – 22.00, Fr. – So. 10:00 – 18:00

web: <https://www.check-dein-spiel.de/>

Local counseling centers

A detailed overview of counseling centers in your area with exact contact and location information (name, address, telephone number, e-mail address, etc.) can be found - sorted by federal state - at .
