

JESSICA SHAW GAMES AND AFFILIATES

RESPONSIBLE SOCIAL GAMEPLAY POLICY

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Jessica Shaw Games is committed to the protection of our players and promoting responsible social gameplay as a policy of customer care and social responsibility. We believe it is our shared responsibility with you, our customers, to ensure that you enjoy your experience on our 3rd party platforms while remaining aware of the potential risks that can be associated with online gameplay if you don't remain in control. We encourage you to use the responsible social gameplay tools described below available at your disposal. To ensure that you enjoy fun and affordable play, we fully support responsible social gameplay and have put measures in place to assist customers who wish to control their play. We reserve the right to activate these measures unilaterally if, in our sole discretion, we consider them necessary.

1. INTRODUCTION

1. This Responsible Social Gameplay Policy (RSG Policy) describes the control tools, information and resources available to registered players on Jessica Shaw Games.
2. This RSG Policy forms part of the Jessica Shaw Games Terms and Conditions found at <https://jessicashawgames.com>. Terms which are defined in the Terms and Conditions have the same meaning in this RSG Policy.
3. We may update the RSG Policy at any time. Any amendments will be published on the Platform and such changes will be binding and effective immediately.
4. Whenever we amend this RSG Policy in a way that would limit your current rights or which may be detrimental, we will notify you upon your next visit to the Platform and you will be required to re-confirm your acceptance prior to playing any 3rd Party Games. If you do not agree to the amended RSG Policy, you must stop using the Platform.

2. Jessica Shaw Games RSG PROGRAM

1. The Jessica Shaw Games Responsible Social Gameplay Program (RSG Program) is centered around our guiding principles of providing our customers with control tools, information and help resources needed to:
 1. Make an informed decision in gameplay
 2. Prevent problem gameplay from occurring on our 3rd Party Games.
2. The RSG Program is designed to support the needs of individuals at any stage of the customer journey, from registration to redemption, and any level of gameplay. To do this, the RSG Program offers a range of player education, control tools and resources for professional help when needed.
3. Jessica Shaw Games also understands that it is a shared responsibility to achieve a fun and affordable 3rd Party gameplay environment and that it is ultimately an individual's choice to play. We do not provide counseling services nor do we police customer behavior. Instead, we focus on providing control tools and informing, educating and supporting informed decisions.
4. Jessica Shaw Games has a well-trained Customer Support team available to assist you in relation to your 3rd Party gameplay and Artwork purchases. Our Customer Support team is encouraged and empowered to provide information and offer control tools proactively.

3. RSG PLAY CONTROL TOOLS

1. Account History - Accessible through our Customer Support.
 1. Jessica Shaw Games' Customer Support team is available to show you the amount of Credits that you have had loaded into your account(s) over a 2 week period. While Credits are not able to be purchased to play our games, we can still show you all of the times your accounts have been loaded throughout a 2 week period, whether through gifts for purchasing our Artwork, Free to Enter Contests, Sharing on Facebook, or any other method that enables you to have Credits loaded into your account.
 2. Jessica Shaw Games' Customer Support team is available to show you the amount of Credits you have had redeemed from your account(s) over a 2 week period.
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4. RSG ACCESS CONTROL TOOLS

The access control tools described below are available if your gameplay may

have become, or is at risk of becoming, problematic (see “What is Problem Gameplay in section 7.4).

1. Limits - Accessible through our Customer Support.

1. Jessica Shaw Games’ Customer Support team is able to temporarily or permanently prohibit you from accessing any of your account(s) on the 3rd Party Games by contacting our Customer Support on Facebook.

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5. SELF-ASSESSMENT

If you think your or someone else's computer gameplay is becoming problematic, then it may be handy to consider the following options:

1. SUPPORT ORGANIZATIONS

If your gameplay may have had, or is at risk of having, a negative impact on your mental health, finances or relationships with friends or family, we encourage you to get in touch with the following help and support organizations:

1. Counseling

Gaming Addicts Anonymous (GAA) is a fellowship of people who support each other in recovering from the problems resulting from excessive game playing.

2. Credit Counseling

1. Financial Counseling Association of America (FCAA) is a professional association of financial counseling agencies that assist consumers with financial counseling services of all kinds, as well as debt management plans for the repayment of unsecured debts.

2. National Foundation for Credit Counseling (NFCC) is one of the oldest networks of non-profit financial counseling agencies. The NFCC helps people to defeat their debt and look forward with confidence.

3. Please note that these organizations are independent support services and are NOT in any way affiliated with Jessica Shaw Games. They do NOT provide customer support or dispute resolution services.

2. EDUCATION INFORMATION ON RESPONSIBLE SOCIAL GAMEPLAY

1. Principles of Gameplay

1. Randomness: Remember that certain game round outcomes are completely random. Results cannot be predicted and are independent of past or future outcomes.

2. Return to Player (RTP): This is the average return on the winnings and prizes over the lifetime of a slot-type game. I.e., if a slot type has an 8% advantage, then the average RTP will be 92%.
 3. Advantage: All casino-type games are designed with a slight advantage that favors the operator.
2. Common Misconceptions
 1. "I'm due for a win" - You cannot predict when you're going to win. All outcomes are random.
 2. "I always win with my lucky charm and pre-game ritual" - Although they might be fun, charms and rituals don't affect your chances of winning. All outcomes are random.
 3. "The longer I play, the more chance I'll win" - Time spent has no effect on your chances of winning. All outcomes are random.
3. Tips for Safe Gameplay
 1. Avoid gameplay while upset or emotional.
 2. Take frequent breaks during your gameplay sessions.
 3. Avoid gameplay while intoxicated.
 4. Avoid canceling redemptions.
 5. Remember that gameplay is only a form of entertainment, it should not be seen as a source of income or an escape from reality.
 6. Purchase only with money that you can afford to spend.
 7. Set a budget and don't go over it.
 8. Set a time limit before playing.
 9. Never let gameplay affect your employment, relationships, health or commitments.
4. What is Problem Gameplay?
 1. Financial
 1. Cannot pay bills
 2. Borrowing money to maintain life expenses
 3. Eviction or loss of home
 4. Repossession of car and valuables.
 2. Family
 1. Unhappy home environment
 2. Missing family events and gatherings
 3. Disconnect and disassociation of family members.
 3. Employment
 1. Missing work
 2. Reduction in productivity and competence
 3. Loss of employment.
 4. Health

1. Anxiety
2. Depression
3. Isolation
4. Increases stress.
5. Know the Signs
 1. Purchasing beyond one's means
 2. Not being able to pay bills due to excess spending
 3. Staying home from work to play
 4. Feeling frustrated on days when not playing
 5. A constant need to increase the level of play to reach the same levels of fulfillment and excitement
 6. Playing in order to escape from the stress of life
 7. Lying about the amount of money or time that is spent
 8. Hiding play behavior from significant others
 9. Putting gameplay above one's family, friends or other interests
 10. Lying, borrowing, stealing, or committing fraud to get money to play
 11. Depressive or even suicidal feelings during or after playing.

3. PLAYER PROTECTION POLICY

1. Protection of the vulnerable
 1. Make sure that the decision to play on our 3rd Party platform(s) is your own personal choice and responsibility.
 2. We do not recommend playing on our 3rd Party platform(s) if you:
 1. are being treated or are in recovery for an addiction/dependency
 2. are under the influence of alcohol or any other substance
 3. are currently experiencing financial difficulty or a traumatic life event
 4. do not understand how to play the 3rd Party games
 5. have any mental health concerns, cognitive impairment or brain injury.
2. Protection of Minors
 1. Jessica Shaw Games does not condone any underage gameplay on our 3rd Party Games.
 2. If you share your mobile phone, tablet, laptop or computer with friends or family who are under the legal age to participate in online social gameplay, we recommend that you restrict their access to our Platform by using one of the below services:

Netnanny.com - filtering software that protects children from inappropriate web content.