RULES FOR VISITING THE VIRTUAL GAMBLING ESTABLISHMENT "VINLINE"

1. These Rules for visiting the Winline Virtual Gambling Establishment have been developed in accordance with **the Regulations on the conduct of activities in the gambling business, approved by Decree of the President of the Republic of Belarus No. 226 dated June 6, 2025 (hereinafter referred to as the Regulations).**

2. The Rules for visiting the Virtual Gambling Establishment "Winline" (hereinafter referred to as VGE "Winline") use the following terms and definitions.

Authentication data - unique data communicated by the gambling organizer to the gambling participant during their identification or generated by the gambling participant independently during their identification.

Possession authentication data - data intended to confirm the possession of software or a device by a gambling participant - SMS code.

Knowledge authentication data - data known only to the gambling participant - login and password for the gaming account.

Gambling organizer, virtual gambling establishment - AlMah Limited Liability Company, which organizes and conducts gambling in accordance with the requirements of the Republic of Belarus and concludes bets with gambling participants.

Gambling is a risk-based agreement on winnings concluded between gambling participants or between a gambling participant (participants) and the gambling organizer.

An identity document is a document that must be presented to the gambling organizer when registering at the Winline virtual gambling establishment, for subsequent authentication, or when submitting an application to the organizer. Documents proving identity are: passport of a citizen of the Republic of Belarus, identification card of a citizen of the Republic of Belarus, residence permit in the Republic of Belarus and/or biometric residence permit in the Republic of Belarus.

Identification of a gambling participant is a set of measures to establish data about a gambling participant, including personal data, as well as to confirm the accuracy of this data.

Verification of a gambling participant is a set of measures to check and/or supplement the data of a gambling participant obtained during identification.

Virtual registration is a method of collecting identification data and identifying an individual when registering as a participant in gambling by establishing a video session via the global computer network Internet, During this process, the individual must remain in the video session and hold an identity document in front of them so that the gambling organizer's employee can verify the accuracy of the information provided by the individual and compare their face with the photograph on the identity document.

Updating (refreshing) data on a gambling participant - establishing and recording data on a gambling participant that differs from previously obtained data (confirmation of existing data).

A copy of an identity document in electronic form, an image of a document - an electronic copy or image of an identity document created by scanning, photographing or other means, allowing the information and data of this document to be fully reproduced in electronic digital form.

Login – the phone number of a mobile operator in the Republic of Belarus specified by the gambling participant when registering with VIZ "Winline".

Personal account of a gambling participant – an account in the form of a separate section of a virtual gambling establishment, access to which is provided to an individual after they register as a gambling participant in a virtual gambling establishment.

A gaming account is an account registered by a visitor to a virtual gambling establishment in a virtual gambling establishment for the purpose of participating in gambling.

Blocking a gaming account means prohibiting financial transactions and access to the personal account of a participant in gambling at the Winline Virtual Gambling Establishment.

Bet – a game of chance, the outcome of which depends on the result of an event, the occurrence of which is unknown.

A large bet is a bet whose amount is higher than the average bet amount of the gambling participant. Large bets are accepted by the gambling organizer in accordance with the provisions of the Rules for the Organization and/or Conduct of the VIZ "Winline" Online Bookmaker Game.

A visitor to a virtual gambling establishment, a participant in a game of chance, (hereinafter referred to as the client) is a natural person who has provided the gambling organizer with their data, including personal data, and a copy of an identity document in electronic form, allowing this natural person to be identified, and who has been admitted by the organizer to participate in gambling and conclude a risk-based agreement on winnings. Only citizens of the Republic of Belarus and foreign citizens who have a residence permit in the Republic of Belarus can register and place bets at the Winline virtual gambling establishment on the website winline.by.

Multi-factor authentication is authentication carried out using at least two types of authentication data (authentication data of ownership, authentication data of knowledge, or authentication data of object properties) presented (entered) by the participant in the gambling game.

3. At the Winline virtual gambling establishment, participants can engage in gambling via the global computer network Internet on the website winline.by.

4. To participate in gambling, you must register with VIZ Winline on the website winline.by and go through the identification procedure, virtual registration, during which you provide the gambling organizer with your data, which includes the following: surname, first name, patronymic (if any) of the client; gender; citizenship; date and place of birth; residential address; email address; contact phone number; photo of the visitor; image of an identity document showing its series and number, date of issue, name of the state authority

that issued the document, identification number, visitor's signature, signature of the official who issued the passport, official seal, document validity period, address of registration at the place of residence or place of stay (if any).

When a gambling participant subsequently accesses a virtual gambling establishment, authentication is carried out using the authentication data independently generated by the gambling participant when registering a gaming account (login and password).

Gamblers are authenticated when placing bets, replenishing their gaming account, or transferring funds from their gaming account.

At the Winline virtual gambling establishment, access to the gaming account is carried out using multi-factor authentication, which is carried out using knowledge authentication data (login and password) and possession authentication data (SMS code).

To pass authentication, the gambling participant must enter their login, password, and SMS code, which will be sent to the phone number specified when registering the gaming account.

5. Gamblers are required to provide accurate information during the identification procedure (verification, updating of personal data).

6. Bets are accepted and registered subject to the mandatory identification of gambling participants in order to prevent persons under the age of 21 from participating in the game, included in the list of individuals restricted from visiting gambling establishments, virtual gambling establishments, and participating in gambling, as well as those who do not have citizenship of the Republic of Belarus or a residence permit in the Republic of Belarus.

7. After successfully completing the identification procedure, the participant in the gambling game gains access to the gaming account, which contains the following information: unique gaming account number; individual PIN code (required when contacting customer support); gaming account balance; date and time of each gaming account top-up; gambling participant's bets; history of bets made by the gambling participant (date and time of the bet, bet amount , type of gambling, result of the event on which the bet was placed in the gambling game); winnings (returned unplayed bets) to be transferred (transferred) to the gambling participant; winnings (returned unplayed bets) transferred (transferred) to the gambling participant; information about the suspension, non-execution, or blocking of the payment (transfer) of winnings (return of unplayed bets); the balance of the bonus account showing the amount of bonuses provided by the gambling organizer; information about reaching a certain level in the Bonus Club bonus program; statements by the gambling participant about the transfer (remittance) of winnings (return of unplayed bets); information about the execution (non-execution) of the payment (transfer, transfer) of winnings (return of unplayed bets) based on the results of an examination (investigation) to establish the facts of the use by the gambling participant of software and (or) technical devices or other means, in accordance with clause 16 of these Rules; information about the gambling participant's last visit to the virtual gambling establishment; other information (if necessary).

8. Communication with customers is carried out through the communication channels specified on the VIZ "Winline" website winline.by. Visitors to VIZ "Winline" are required to provide the gambling organizer with their personal contact phone number and email address, which they use, and to report any changes to them. The participant in the gambling game is fully responsible for keeping confidential any information relating to their gaming

account and email address, and is obliged to take all measures to prevent the use of their personal account at VIZ "Winline" and email address by unauthorized persons. The gambling organizer undertakes not to disclose the Customer's data and is not responsible for the consequences caused by the transfer of personal data and password by the gambling participant to third parties for access to the personal account.

9. Any transactions confirmed by the entry of the gambling participant's login and password are considered valid, performed by the relevant gambling participant, and are legally binding. If the customer suspects that their password has become known to third parties, they are obliged to change it themselves.

10. Visitors to VIZ "Winline" are allowed to register only one gaming account.

11. If a customer has forgotten (lost) their password, they need to go to the website, click on "**Login**" on the main page**,** and select "**Forgot your password?"** in the window that opens**.** Then they need to enter the mobile phone number they used when registering and click "**Get SMS code**." The code received must be entered in the input field to proceed to the password change page. Next, the customer changes their initial password (at least 8 characters, at least 1 letter of the Latin alphabet a-z of any case, and at least 1 digit from 0 to 9) and logs into their personal account.
To change your password, log in to your gaming account and select "**Account Security**" in the "**Personal Profile**" section. Then enter your old password, followed by your new password, repeat the new password, and click "**Change Password**."

12. If a customer wishes to change their personal data, including their mobile phone number, identity document details, or other information, they must send a written request to the Organizer (including by attaching it via the "Requests" section in their personal account). The application must be accompanied by electronic copies of identity documents, information about the place of registration, and, when changing the phone number, an additional document confirming that the phone number belongs to the customer.

13. While personal data is being changed, identified, verified, or updated, the gambling organizer limits betting and withdrawals to prevent unauthorized use of the gaming account by third parties. The period for changing and verifying the personal data of a gambling participant is 20 (twenty) business days.

14. If a gambling participant has a negative balance on their gaming account, their account will be blocked until they deposit an amount equal to or greater than the negative balance. Otherwise, the Organizer will stop accepting bets from this gambling participant.

15. Visitors to the Winline Virtual Gambling Establishment are prohibited from:

– participate in online betting if these visitors to the virtual gambling establishment influence or may influence the outcome of the game (influence the random outcome of the game);

– use software and/or technical devices that influence the random outcome of the game or allow it to be predicted when conducting gambling;

– use software or other means to gain unauthorized access to the information of the gambling organizer operating the virtual gambling establishment for the purpose of destroying, blocking, modifying, copying, or otherwise committing unlawful acts in relation to such information;

– provide another visitor to a virtual gambling establishment or a participant in a gambling game with funds (electronic money) to participate in a gambling game;

- transfer (disclose) information about their gaming account and authentication data to other visitors or participants in gambling;

- have more than one gaming account at a virtual gambling establishment;

- provide personal and other data, identity documents that do not belong to them when registering as a participant in gambling, subsequent access to a virtual gambling establishment, receiving winnings, returning unplayed bets;

- use bank payment cards or electronic wallets that do not belong to them when placing bets, receiving winnings, or returning unplayed bets;

- place bets using funds transferred from accounts opened in banks, non-bank credit and financial institutions, foreign banks, or other persons;

- indicate in the application for payment of winnings or refund of unplayed bets accounts opened in banks, non-bank credit and financial institutions, foreign banks belonging to other persons;

- participate in gambling in accordance with the instructions of third parties.

16. Visitors to the Winline Virtual Gambling Establishment are required to:

– provide personal and other data, a copy or image of an identity document in electronic form, allowing the gambling organizer to collect identification data, identify and verify the identification data of an individual and (or) register a financial transaction subject to special control;

– comply with the requirements of these Rules;

– replenish the gaming account, transfer (transfer) funds from the gaming account only using a payment instrument (bank card, bank account, e-wallet) belonging personally to the participant of the gambling game registered on the website of the virtual gambling establishment winline.by;

– comply with the lawful requirements of the gambling organizer's employees.

17. The gambling organizer has the right to block a visitor to the virtual gambling establishment in the VIZ "Winline" if such a visitor has previously violated the requirements set forth in clause 15 of these Rules for visiting the VIZ "Winline" or in clause 20 of the Regulations, and the specified facts have been documented and confirmed.

The gambling organizer has the right to take measures to block a customer at any time after establishing that the customer is one of the designated persons.

18. The organizer also has the right to block a visitor to a virtual gambling establishment if they are under 21 years of age, have not presented an electronic copy of an identity document, or have presented an invalid document; is included in the List of individuals restricted from visiting gambling establishments, virtual establishments, and participating in gambling, in other cases provided for by law.

19. When communicating with the employees of the gambling operator, including customer support, the customer is required to provide their surname, first name, patronymic, date of birth, personal PIN code, gaming account number, and/or the last 4 digits of the mobile phone number provided during registration. The support service operator provides consulting support on issues related to visiting the virtual gambling establishment and participating in gambling. The support service operator has the right to refuse to provide consulting services to the customer on other issues.

20. When communicating with the support operators of the gambling organizer, customers are prohibited from using obscene and offensive words or expressions, deliberately humiliating the honor and dignity of the operator, or making any threats.

21. If the customer violates the restrictions provided for in clause 19 of these Rules, the support service operator has the right to terminate the consultation.

22. The customer has the right to block their gaming account by sending a written or electronic request (by attaching it to their personal account). In this case, the gaming account will not be deleted during the period established by law for storing customer data and their actions in the Virtual Gambling Establishment.

23. The request specified in clause 21 of these Rules shall be considered no later than the next business day after its receipt.

If the application is sent in writing, the gaming account will be blocked no later than the next business day, and a written response will be sent by mail.

If the application is sent in electronic form by attaching it to the gambling participant's gaming account, the Organizer shall, no later than the next business day, prohibit the customer from performing financial transactions while retaining the ability to log into their personal account to view the response to the application in electronic form within one calendar day. After the specified period has expired, the gaming account will be blocked.

The customer has the right to request that a copy of the response be sent to their email address or to the place of residence specified in the application.

The funds in the gaming account balance shall be transferred (remitted) to the customer in accordance with the procedure established in clause 1.9 of the Rules for the Organization and/or Conduct of Gambling at the Virtual Gambling Establishment "Winline."

24. To unblock and restore access to the gaming account, the Customer must send a written request to the Organizer, attaching a copy of an identity document, and undergo an identification procedure. The request will be reviewed within 7 business days of its receipt.

RULES FOR USING THE WINLINE.BY WEBSITE

1. These Rules constitute an accession agreement in accordance with Part 1, Clause 1, Article 398 of the Civil Code of the Republic of Belarus.

2. Pursuant to paragraph 2 of Article 407 of the Civil Code of the Republic of Belarus, the Rules constitute a public offer. By registering on the winline.by website, the visitor agrees to all local acts of the Virtual Gambling Establishment "Winline" posted on the website (Rules for the organization and (or) conduct of gambling, the Privacy Policy, the Policy on the Protection and Processing of Personal Data, the Policy on the Use of Cookies, these Rules for Visiting the Virtual Gambling Establishment "Winline" and the Rules for Using the Website), and joins the public offer of the Organizer of Gambling. Any actions of the visitor on the website of the VIZ "Winline" constitute their voluntary acceptance (acceptance of the offer) of the other party.

3. Visitors to the virtual gambling establishment can participate in gambling both on the website winline.by and through the mobile application, which is available for download.

4. The deletion and depersonalization of information about a visitor to VIZ "Winline" cannot be carried out earlier than the period established by the legislation regulating activities in the gambling business.