

# JefeBet Terms and Conditions

Version 1.10

Updated: February 10, 2026

These Terms and Conditions act as a legally binding agreement between Players and JefeBet and are applicable to the use of any and all of the services accessible through the Platform by using any electronic device, whether that be web, tablet, mobile phone or otherwise.

**ONLY THOSE PLAYERS IN THE UNITED STATES (EXCEPT FOR CALIFORNIA, CONNECTICUT, DELAWARE, HAWAII, IDAHO, ILLINOIS, KENTUCKY, LOUISIANA, MARYLAND, MICHIGAN, MONTANA, NEVADA, NEW JERSEY, NEW YORK, TENNESSEE, UTAH, WASHINGTON, AND WEST VIRGINIA STATES) (THE “RESTRICTED TERRITORIES”) ARE ELIGIBLE TO ENTER OUR SWEEPSTAKES. REFER TO SECTION 3(1) OF THE SWEEPSTAKES RULES TO REVIEW PLAYER ELIGIBILITY.**

These Terms and Conditions must be read thoroughly and entirely before the time of registration, initial Gameplay or Customer Account creation. In doing so, Players affirm they have read and are willing to abide by all provisions within the Terms and Conditions, which shall include the JefeBet Privacy Policy, Responsible Social Gameplay Policy, and Sweepstakes Rules, and any other Game or promotion specific rules that may be relevant to Participation. Players may not use the Platform or play any Game if they do not accept these Terms and Conditions or any other JefeBet Policy.

**THE GAMES AND PLATFORM DO NOT OFFER REAL MONEY GAMBLING, AND NO ACTUAL MONEY IS REQUIRED TO PLAY.**

**PRIZES ARE AVAILABLE FOR REDEMPTION THROUGH THE “REDEEM” BUTTON ON THE PLATFORM. REDEEMED PRIZES WILL BE ELECTRONICALLY TRANSFERRED TO THE BANK ACCOUNT PROVIDED BY THE PLAYER TO JEFEBET DURING THE VERIFICATION PROCESS.**

**BY ACCEPTING THESE TERMS AND CONDITIONS, PLAYERS HEREBY WAIVE THE RIGHT TO PURSUE ANY CLASS, GROUP OR REPRESENTATIVE CLAIM. ANY PAST, PENDING, AND FUTURE DISPUTES BETWEEN PLAYER AND JEFEBET SHALL BE RESOLVED THROUGH INDIVIDUAL ARBITRATION UNLESS PLAYERS OPT OUT WITHIN THE SPECIFIED TIME FRAME. SEE SECTION 23 FOR MORE INFORMATION.**

## 1. DEFINITIONS

**Collective Arbitration:** any claim that is acting as part of a class, group, mass, collective, coordinated or representative proceeding.

**Content:** material such as artwork, graphics, text, interfaces (including user and visual), logos, trademarks, photos, music, videos, sounds, and such items that are used, exhibited or available as part of the Games and Platform provided, including but not limited to Gold Coins and Sweepstakes Coins.

**Customer Account:** an account created by a Player.

**Fraudulent Conduct:** any such conduct as described in Section 11(1).

**Game:** any Game available on this Platform, including both Standard Play and Promotional Play. Games may be added and removed from the Platform at JefeBet's sole discretion.

**Gold Coin:** a virtual social gameplay currency enabling Standard Play Games. Gold Coins have no actual or real monetary value and cannot be redeemed for Prizes under any circumstances.

**Inactive Account:** a Customer Account which has not been logged into or logged out of for longer than twelve consecutive months.

**Merchandise:** physical goods given to a Player by JefeBet as a Prize or reward.

**Participate:** using the Platform in any manner, including and as further described in Section 3 below.

**Payment Administration Agent:** the service that is provided by any party that JefeBet appoints to act as an agent of the JefeBet Service.

**Payment Medium:** the method of payment used by the Player to purchase Gold Coins. This includes any card, online wallet, bank account, or other acceptable payment medium.

**Platform:** refers to the services, Games and features provided through any URL or mobile application belonging or licensed to JefeBet, and branded as part of its portfolio

of games, including the website located at <https://jefebet.com> and all subdomains, subpages, and related sites thereof.

**Player:** any person who has successfully registered a Customer Account and Participates on the Platform.

**Player Support Team:** a person who performs Player Support Functions.

**Prize:** any reward of redeemable value won during Promotional Play Games in accordance with the Sweepstakes Rules.

**Promotional Play:** participation in JefeBet sweepstakes through Platform Game play using Sweepstakes Coins.

**Restricted Territories:** Players from the following states are restricted from Participation on the Platform: California, Connecticut, Delaware, Hawaii, Idaho, Illinois, Kentucky, Louisiana, Maryland, Michigan, Montana, Nevada, New Jersey, New York, Tennessee, Utah, Washington, and West Virginia. Further, Players from outside of the United States of America are not permitted. JefeBet reserves the right to add or remove territories at any time and in its sole discretion.

**Services:** refers to the Platform, Games, Participation in any Promotional Play, and/or features provided through any URL or mobile application belonging or licensed to JefeBet, and branded as part of its portfolio of Games, including the website located at <https://jefebet.com>, and all subdomains, subpages, and related sites thereof.

**Standard Play:** participating in any Game on the Platform using Gold Coins. Gold Coins may be awarded upon registration of an account on the Platform. No purchase is necessary. Gold Coins may also be awarded to a Player as a daily bonus upon successfully logging in to the Platform. A Player may win more Gold Coins when playing games in Standard Play and may purchase more Gold Coins while using the Platform. A Player cannot win Prizes when participating in Standard Play.

**Sweepstakes Coins:** sweepstakes entries that are subject to Sweepstakes Rules. SWEEPSTAKES COINS CANNOT BE PURCHASED. JefeBet may give a Player Sweepstakes Coins when the Player registers a Customer Account. JefeBet may also give Sweepstakes Coins to a Player, as a bonus when logging on to the Platform once every six hours. Sweepstakes Coins can also be obtained as a free gift through the purchase of various Gold Coin packages, or by way of our free alternative method of

entry as set forth in the Sweepstakes Rules. A Player may win additional Sweepstakes Coins when playing in Promotional Play.

**Sweepstakes Rules:** the Sweepstakes Rules which are available on the Platform.

**Terms and Conditions:** means these Terms and Conditions. Terms and Conditions are subject to change and be updated by JefeBet at any time at its sole discretion.

**Virtual Currency:** refers to virtual, in-games currencies for use with the Services. On the Platform, Games are currently played with Gold Coins and the Sweepstakes Promotions are entered using the Sweepstakes Coins. Gold Coins and Sweepstake Coins retain their definitions.

## **2. PROTECTION OF FUNDS**

(1) “JefeBet” is an online social gaming company. Any purchases made on the JefeBet Platform are processed by any Payment Administration Agent it appoints.

(2) JefeBet maintains funds equal to the aggregate value of unredeemed Prizes by Players. To protect such funds, they are reserved in accounts separate from JefeBet’s business account. That said, in the event of company insolvency, there is no absolute guarantee that these funds will continue to be maintained and that any unredeemed Prizes will be assigned and paid to Players.

## **3. PLAYER PARTICIPATION**

### **Restrictions:**

(1) By agreeing to these terms, Players acknowledge and affirm that:

- a. Players must be 18 years of age or older. Players in the states of Alabama, Nebraska and Ohio must be 19 years of age or older.
- b. Players are legally eligible to Participate in the Games offered on the Platform under the laws of the jurisdiction applicable to them.
- c. All information provided to JefeBet by Players are applicable to these Terms and Conditions, and such information provided is complete, true, and accurate. Players must notify JefeBet immediately of any change to such information.

- d. Players must not reside in or access the Platform from any Restricted Territory when participating in either Standard Play or Promotional Play.
- e. Players must participate in the Games in their own personal capacity and on their own behalf and not that of any other person.
- f. Players must participate in the Games for their own recreational and entertainment purposes only.
- g. Players must purchase Gold Coins only from an account in their own personal name, not from any business or corporate account to which they may or may not be affiliated to.
- h. The money Players use to purchase Gold Coins must not originate from any illegal activity or source.
- i. Players must not engage in any fraudulent or unlawful activity to fix or otherwise manipulate the outcome of the Games.
- j. Players must not use any software assisted methods or hardware devices for Participation. This includes, but is not limited to, bots designed for automatic play. If such behavior is suspected, JefeBet reserves the right to invalidate any further Participation.
- k. Players must use a valid Payment Medium that lawfully belongs to them to purchase Gold Coins. Players must not sell, trade, or accept a sell or trade for value provided by JefeBet.
- l. Players may not sell or trade for value, or seek to sell or trade for value, or accept as a sale or trade for value, any Merchandise that may be provided to them by JefeBet.

**(2) TRANSACTIONS WILL BE REFUNDED FOR ANY PURCHASE OF GOLD COINS MADE BY RESIDENTS OF THE STATES OF CALIFORNIA, CONNECTICUT, DELAWARE, HAWAII, IDAHO, ILLINOIS, KENTUCKY, LOUISIANA, MARYLAND, MICHIGAN, MONTANA, NEVADA, NEW JERSEY, NEW YORK, TENNESSEE, UTAH, WASHINGTON, OR WEST VIRGINIA. ANY CHARGES IMPOSED BY THE BANK OR FINANCIAL INSTITUTION MANAGING SUCH REFUND WILL BE THE PLAYER'S SOLE RESPONSIBILITY.**

**(3)** It is the Player's obligation to ensure their Participation is lawful in their jurisdiction. Any person who is knowingly in breach of Section 3, including any attempt to evade this restriction, for example, by using a VPN, proxy or similar service that hides or manipulates the identification of their actual location, or by otherwise providing false or misleading information regarding their location or place of residence, or by Participating from a Restricted Territory, through a third party, or on behalf of a third party located in

a Restricted Territory, is in breach of these Terms and Conditions. Players are committing fraud in such instances and may be subject to criminal prosecution.

**(4) Non-Eligible Players.** Employees of JefeBet, its affiliates, subsidiaries, holding companies, advertising agencies, colleagues, companies, or individuals involved with the Games, whether regarding designs, marketing, distribution, operation, production, or otherwise, are not eligible to Participate. Such exclusion also includes those employees' immediate family members such as spouse, children, parents, or siblings whether by birth or marriage is related, and household members that have shared the residency with someone in this list for at least three (3) months.

## **4. LICENSE**

**(1)** In accordance with these Terms and Conditions, JefeBet provides Players with a limited, personal, non-exclusive, non-transferable, non-sublicensable, revocable license to access and use the Platform and/or Services solely for their personal, private entertainment and for no other purpose. Besides this limited, personal, revocable, non-transferable, non-sublicensable license to use the Virtual Currency with the Platform and/or Services, Players have no right or title in or to any such Virtual Currency appearing or originating with the Platform and/or Services, or any other attributes associated with the use of the Services or stored within the Platform and/or Services. Players accept and agree that their license to use the Platform and/or Services is limited to these Terms and Conditions, and any breach or act in contravention of these Terms and Conditions may cause their license to use the Services to be immediately terminated at JefeBet's sole discretion.

**(2)** These Terms and Conditions DO NOT grant any right to the title or interest in the Platform, Services, Customer Account, and/or Content.

**(3)** If Players do not agree to, or abide by these Terms and Conditions, their license to use this Platform and access Content will be terminated immediately.

**(4)** This limited license does not extend to anyone residing or present in a Restricted Territory or jurisdiction in which the Platform or any Content thereon has been deemed unlawful.

## **5. CUSTOMER ACCOUNT**

### **Single Account Only:**

**(1)** Players are allowed to maintain only one Customer Account on the Platform, including any Inactive Account. Should a Player attempt to create more than one

Customer Account, all such accounts will be suspended or closed for which the consequences outlined in Section 20(2) may be imposed.

**(2)** Players must notify JefeBet immediately if it comes to their attention that they have more than one registered Customer Account, whether active or not. **PLAYERS MUST NOT CREATE A NEW CUSTOMER ACCOUNT SHOULD THEY WISH TO CHANGE THEIR EMAIL, ADDRESS, OR LAST NAME.** Players who wish to make any changes to their Customer Account information should reference Section 5(3) below.

**(3) Accuracy. Registration details must be always kept up to date.** A change to a Player's registered email, phone number, address, other personal information or contact details, must immediately be made to Customer Support. To do so, Players should select the Customer Support Link on the home page and choose the 'Submit a Request' option from the top left-hand side. The name provided to JefeBet at the time of registration must match the name on their government issued identification.

**(4) Security and Responsibility of Players' Customer Account.** During registration, Players are required to choose a unique username and password before being permitted to log in to the Platform.

**(5)** It is the Players' sole responsibility to keep their Customer Account information and any Payment Mediums secure, confidential, and inaccessible to others. **PLAYERS ACCEPT FULL RESPONSIBILITY FOR ANY UNAUTHORIZED USE OF THEIR CUSTOMER ACCOUNT, INCLUDING USE BY A MINOR, WHICH IS STRICTLY PROHIBITED.**

**(6) PLAYERS MUST NEVER SHARE THEIR CUSTOMER ACCOUNT INFORMATION OR PASSWORD WITH ANOTHER PERSON.** Players must not let anyone use their Customer Account or do anything that may compromise the security of their account.

**(7)** Players must notify JefeBet immediately if they notice or suspect their Customer Account has been compromised. This includes loss of account information, theft, or disclosures not authorized by the Player in their Customer Account.

**(8)** Players have the sole responsibility for preserving the confidentiality of their Customer Account details and password. Players maintain sole responsibility for any and all use of their Customer Account, including any purchases made under the Customer Account whether or not these purchases were authorized by the Player.

**(9)** Players understand and acknowledge that their Customer Account may be suspended or terminated in cases where someone other than the Player accesses their Customer Account and/or breaches these Terms and Conditions in any manner.

**(10)** Players acknowledge JefeBet is not responsible for any abuse or misuse of their Customer Account by third parties that may be due to the disclosure (intentional or accidental) of their Customer Account login details to any third party.

**(11) No Transfers Between Accounts.** Transferring Gold Coins or Sweepstakes Coins between Customer Accounts or from a Customer Account to another Player is strictly prohibited. Receiving Gold Coins or Sweepstakes Coins from another Player's Customer Account is also prohibited. Players may not sell, purchase, or otherwise acquire other Customer Accounts. Attempts to do so will result in immediate closure of the Customer Account, without limitation to any other rights or remedies available to JefeBet in such circumstances.

**(12) Inactive Customer Accounts.** JefeBet reserves the right to close Players' Customer Accounts if they become Inactive. Players agree that JefeBet is not required to provide them notice prior to taking such action, though JefeBet may choose to do so in its sole discretion. If a Customer Account is closed due to inactivity, any remaining balances of Gold Coins and Sweepstake Coins will expire and reset to zero (0).

#### **Closing a Customer Account:**

**(13)** Players may close their Customer Account at any time by submitting a request to close the Customer Account under the "Customer Support" link on the Platform. If a Player closes their Customer Account, they will forfeit any further access to use and benefit from any Coins (Gold or Sweepstakes) and unredeemed Prizes affiliated with their Customer Account.

**(14)** If a Player closes their Customer Account due to responsible social gameplay concerns, they must express this in their closure request. Details regarding responsible social Gameplay are set forth in Section 10(4) below and are available in the Responsible Social Gameplay Policy on the Platform.

**(15)** A Customer Account may be re-opened by contacting the Customer Support team. All such requests will be reviewed and evaluated by the JefeBet Customer Support and Compliance team, using strict customer protection protocols. JefeBet will not re-open a Customer Account that was closed at the request of the Player due to responsible social gameplay concerns and reserves the right to terminate any accounts that may subsequently be created by the Player.

**(16) Refusing or Closing Accounts.** JefeBet reserves the right to suspend, close, limit, or refuse to open a Customer Account. Should a Customer Account be closed in accordance with Section 20(1) below, the penalties set out therein will apply. In such situations and certain circumstances (excluding fraudulent activity or violation of these

Terms and Conditions), JefeBet will use reasonable efforts to allow for the Player to redeem Prizes in their Customer Account. Any license for continued use of the Platform will be terminated.

## **6. PURCHASES AND GAMES**

(1) In addition to these Terms and Conditions, Games offered on the Platform may have additional rules which are available on the Platform. It is the Players' sole responsibility to read the rules of the Games offered on the Platform before playing them. Additionally, Players must read the rules and understand the applicable terms of play before playing any Game.

### **Gold Coin Purchases:**

(2) Players must legally own, and have in their own name, the Payment Medium with which they choose to purchase Gold Coins. If JefeBet discovers that the name used during registration of the Customer Account, and the name linked to the Payment Medium, differ, the Customer Account will be suspended immediately, and any Prize redemptions will not be processed. Should a Player's Customer Account be suspended, it is the Player's responsibility to contact Customer Support.

(3) JefeBet reserves the right to request additional information and documents verifying the legal ownership of the Payment Medium used to purchase Gold Coins. Further, at any time, JefeBet reserves the right to request additional information and documents to verify the identity of a Player. The use of a Customer Account may be suspended pending successful verification. To the extent verification cannot be completed, JefeBet reserves the right to suspend, close, or limit the Customer Account at its sole and absolute discretion.

(4) By agreeing to these Terms and Conditions, Players accept that JefeBet' Payment Administration Agents may store their payment information, including credit card number, for use of future payments. Players authorize JefeBet' Payment Administration Agents to store their financial credentials in accordance with all applicable payment processing regulations.

(5) The payment process for purchasing Gold Coins begins when a Player selects the "Get Coins" button.

**(6) NO REFUNDS. You understand and agree that any sales of Gold Coins are final and that we are not required to provide a refund for any reason. Upon termination or suspension of your account, or the Services, all Virtual Currency will be revoked, and no refund will be granted. In addition, no Virtual Currency**

**will be credited to you or converted to cash or other forms of reimbursement if your account, or a particular subscription for the Service associated with your account, is terminated, suspended, and/or if any Virtual Currency are selectively removed or revoked by us from your account, to the extent legally permissible.**

(7) Your account statement will designate the purchase as coming from “JefeBet Sweepstakes”.

(8) After purchasing Gold Coins, you will receive: (i) an on-screen confirmation of the purchase; and (ii) an e-mail to the e-mail address associated with your Customer Account.

**Gold Coin and Sweepstake Coin Balances:**

(9) Players may participate in any Game offered on the Platform only if they have the adequate applicable amount of Gold Coins or Sweepstakes Coins in their Customer Account necessary to Participate. No credit of any kind whatsoever will be offered by JefeBet to any Player for the purchase of Gold Coins.

(10) JefeBet reserves the right to assign minimum and maximum Gold Coin purchases as specified on the Platform.

(11) Upon any purchase of Gold Coins, the funds necessary to fulfill such purchase will be withdrawn from the Player’s designated Payment Medium as soon as reasonably practicable and available.

**(12) GOLD COINS HAVE NO REAL MONETARY VALUE.** By purchasing Gold Coins, Players are purchasing a license permitting them to Participate in Standard Play Games. **This is not a deposit of funds which may be withdrawn.**

(13) Gold Coins and Sweepstakes Coins used for Participation cannot be canceled, withdrawn, or modified. Gold Coins and Sweepstakes Coins, as applicable, will be withdrawn from their appropriate balance within the Player’s Customer Account, immediately upon use.

(14) A Customer Account will be suspended if one or more purchases are reversed, returned, or charged back. In such an event, the amount purchased will be owed to JefeBet and considered a debt which must be paid back immediately. Any purchases or winnings will be voided, and requests to redeem Sweepstakes Coins will not be allowed until payment is received by JefeBet through its Payment Administrator Agent.

**(15) Sweepstakes Rules:**

a. Unless otherwise required pursuant to Section 6(13)(b) below, any Sweepstake Coins allocated to a Player must be played once before it is eligible to be redeemed as a Prize; and

b. JefeBet may, in its sole discretion, require that any Sweepstakes Coins allocated to the Player be played a greater number of times (not exceeding 20) in any combination of Promotional Play Games, before they are eligible to be redeemed as a Prize.

**(16) Void Games.** JefeBet reserves the right, in its sole discretion, to deem Participation in a Game void, partially or fully, in the event it discovers a malfunction, mistake, error, or misprint, on the pay-table, win-table, minimum or maximum stakes, odds or software.

## **7. PROMOTIONS**

**(1)** All promotions are subject to these Terms and Conditions, Sweepstakes Rules, and any additional terms that may be published at the time of such promotion. Promotions may include Games played in Promotional Play, offers, bonuses, contests and special offers.

**(2)** Should there exist any conflict between these Terms and Conditions and any promotion-specific terms and conditions, the specific language of the promotion-specific terms and conditions will dictate and prevail.

**(3)** JefeBet reserves the right to change and modify promotions without previous notice to the Player.

**(4)** If JefeBet forms a reasonable belief that a Registered Customer is abusing any promotion, to derive any advantage or gain for themselves or other Registered Customers, including by way of Fraudulent Conduct, JefeBet may, at its sole discretion, withhold, deny, or cancel any advantage, bonus, or Prize as it sees fit.

**(5)** In accordance with Section 12(4) below, Players accept and confirm that they are providing JefeBet with an irrevocable, non-exclusive, worldwide, royalty free license to use in whatever way necessary, without any acknowledgement of them as an author or creator of any content they post as part of any promotion competition or contest.

## **8. PRIZE REDEMPTION**

**Redeeming Prizes:**

**(1)** In accordance with these Terms and Conditions:

When Prizes are verified and redeemed for legal tender, an electronic payment will be made to the bank account as provided by the Player. Should this not technically be possible, then payment will be made to an alternate financial account provided by the Player, so long as that account is legally and beneficially owned by them. JefeBet reserves the right, in its sole discretion, to require that a Player use the same payment method for Prize redemption that they used to purchase Gold Coins, or another specific payment method, that it may deem necessary.

**Limits and Fee Information:**

**(2) Players must have a minimum balance of 100 redeemable Sweepstakes Coins to initiate a Prize redemption request. JefeBet reserves the right, in its sole discretion, to adjust this minimum redemption threshold.** JefeBet further reserves the right to charge Prize redemption processing fees.

**(3) In the state of Florida, the maximum redemption value for a Prize won on any one spin or play is five thousand dollars. Any Prize with a value in excess value of five thousand dollars will be reduced to a maximum value of five thousand dollars. Players acknowledge that this action is being taken in accordance with applicable state sweepstake laws.**

**(4) Each Player is limited to a daily maximum Prize redemption value of one thousand dollars. JefeBet reserves the right, in its sole discretion, to adjust such daily maximum Prize redemption value at any time.**

**(5)** JefeBet reserves the right to request and mandate its Players complete a W-9 form, or other such applicable tax reporting forms, to include the Player's social security number, for any redemption request totaling six hundred dollars or greater. A Player's failure to complete and submit the form and provide his/her social security number, within 72 hours of receipt will result in the inability for JefeBet to process and pay out the Player's redemption request.

**Player Responsibility for Prize Redemption:**

**(6)** JefeBet has no responsibility or obligation to verify whether a Player's financial institution will accept payments from JefeBet into their bank account. Instead, it is the Player's sole responsibility to verify and confirm that their financial institution will accept payments from JefeBet into their own bank account.

**(7)** Subject to the provisions within Section 8(9) below, JefeBet will not make payments to any bank account or payment medium that does not match the Player's verified name provided during account registration, or any account that is not legally owned by the Player.

**(8)** Prizes redeemed for legal tender will be paid into a joint account only if one of the names on that joint account matches the name provided by the Player during account registration. JefeBet reserves the right to ask for additional verification documents from the Player and the other named account holder(s). JefeBet will not make payments into a joint account where one of the holders is a minor, is a custodial account, a business account, or is an account held for a trust or benefit of any third party (this includes a minor).

**(9)** Players are solely responsible for ensuring the accuracy of all details they provide regarding their financial institution and bank accounts. Players understand and agree that JefeBet will not reverse, or reissue, any payment made to them during Prize Redemption if that Player provided JefeBet with inaccurate information used to do so.

**(10)** If a Player's financial institution will not accept payment from JefeBet, or if a Player's bank account or payment medium does not meet the Terms and Conditions herein, they will be required to designate an appropriate alternative bank account or payment medium in order to receive payment. Players understand that this may result in delays in processing payment to them. If Players are unable to designate an appropriate alternative bank account in accordance with these Terms and Conditions within sixty (60) days from JefeBet's request to do so, the JefeBet shall have no further obligation to make payment to Players and may in its sole discretion deem the Prizes null and void.

**Currency:**

**(11)** All purchases of Gold Coins and bank transfer payments will be made in U.S. Dollars with no exceptions.

**(12)** Any and all transaction fees, charges or related costs incurred by the Player as a result of, or in relation to, payments made by JefeBet are to be incurred solely by, and be the responsibility of, the Player.

**Frequency and Timing of Prize Redemption:**

**(13)** Prize redemption requests will be processed in the order in which they are received. JefeBet will always work to process Players' requests as soon as possible.

**(14)** JefeBet reserves the right to process only one Prize redemption request per Customer Account within a 24-hour period.

(15) Prize redemption may take up to ten (10) business days to process into a Player's designated bank account.

(16) Delays in payments may occur out of JefeBet' control due to certain identity verification processes and Payment Mediums that require additional verification needed to complete payment.

(17) Redemptions over ten thousand dollars may require a longer time to process due to bank security clearance, additional scrutiny, and mandatory fraud checks. Timing is dependent upon the specific details of each transaction, which may add 7-10 days to the usual payment processing period.

(18) Subject to the limiting provision in Sections 8(2) and 8(4) above, Players can request to redeem Prizes of any value. JefeBet reserves the right to pay Prizes in smaller increments over an extended time period until the entire Prize has been paid.

#### **Payment Administration Agent:**

(19) By agreeing to these Terms and Conditions, Players acknowledge that JefeBet may, in its sole discretion, dedicate one or more Payment Administration Agents to process payments to and from Players on JefeBet' behalf.

(20) Payment Administration Agents engaged by JefeBet will have the same rights and powers under these Terms and Conditions and will have legal authority to exercise such powers as JefeBet' agents. JefeBet is not liable for any loss or damage that may result in the payment process due to a Payment Administration Agent's negligence or acts done which are above authority granted to them by JefeBet.

**(21) Applicable Expirations and Forfeits. Sweepstakes Coins are valid and redeemable for sixty (60) days from the date the Player last logged in to their Customer Account. Sweepstakes Coins remaining after this time will be deemed to have expired and will not be valid or redeemable. Sweepstakes Coins may be forfeited if a Customer Account is closed for any reason.**

**(22) Updating Payment Details.** Players may only update their payment details for the sole purpose of redeeming a Prize when they are logged into their Customer Account and when going through the Prize redemption process.

**(23) Refusing Prizes.** If a Player redeems a Prize but refuses to accept payment made to their designated bank, the Player must refuse the entire amount. If the Player does so more than twice in any three-month period, JefeBet reserves the right to suspend the Player's Customer Account and investigate further for fraudulent activity.

**(24) Mistaken Credits.** If credit is mistakenly rendered to a Player's Customer Account with Prizes that do not belong to them, whether by human or technical error, such amount remains the property of JefeBet and will be deducted from the Player's Customer Account. In such a situation, JefeBet reserves the right to void any award received by a Player resulting from Gameplay made with Mistaken Credits, and any such award will be deducted from the Player's Customer Account. Should the Player discover such an error, they shall immediately notify Customer Support using the "Contact Support" link on the Platform.

## **9. VERIFICATION**

### **Verification Process:**

**(1)** Players understand that JefeBet is authorized and maintains the right to verify and confirm all information provided to JefeBet regarding Players' identification, age, location, credit, and other details it deems reasonable or is reasonably required of JefeBet under law to prevent financial crime and mitigate fraud.

**(2)** Any Prize redemption request will be considered pending, and remain so, until JefeBet completes all necessary verification requirements to its satisfaction. JefeBet reserves the right to restrict the use of a Player's Customer Account, including closing or suspending such account, during this process.

**(3)** JefeBet will perform additional verification procedures in accordance with its Anti-Money Laundering policies and procedures, including but not limited to, any total or single Prize redemption exceeding six hundred dollars. Such procedures may include requests for copies of the following: a) additional identification documentation such as a passport; b) proof of address (such as a utility bill); and (c) proof of source of funds (such as a bank statement or paystub).

**(4)** Any additional documentation requested by JefeBet to complete an identification, credit or other verification check must be submitted to JefeBet by the Player within thirty (30) days of such request. A failure to do so may result in JefeBet closing, suspending, or otherwise restricting access to a Player's Customer Account.

**(5) External Verification Checks.** Players acknowledge and agree that JefeBet may use third party services to conduct external identification and verification checks based on the information provided to it.

## **10. Responsible Gameplay**

(1) JefeBet fully supports and encourages responsible social gameplay. JefeBet has created various features which can be utilized by Players towards promoting a healthy and well-balanced relationship with the Games provided on the Platform.

(2) Please refer to the JefeBet Responsible Social Gameplay Policy, available on the Platform, for complete details.

(3) JefeBet is committed to promoting responsible gameplay on its Platform and will utilize reasonable efforts to enforce such policies for the Players. Notwithstanding such efforts, JefeBet cannot be held responsible or liable for any continued unhealthy, or irresponsible gameplay, which deliberately avoids the measures within its Responsible Social Gameplay Policy, or for reasons outside of its reasonable control.

**(4) Time-Outs and Self-Exclusion.** At any time, a Player may request a time-out or self-exclusion from any Game. Additionally, a Player may set a limit on the amount of Gold Coins they can purchase, or the number of Sweepstakes Coins they can play. For additional details, please refer to the JefeBet Responsible Social Gameplay Policy, available on the Platform.

**(5) Player Protection Policy.** In order to better protect Player privacy in a safe and enjoyable way, Players are encouraged to refer to the JefeBet Privacy Policy, available on the Platform.

## **11. FRAUDULENT CONDUCT**

(1) It is a violation of these Terms and Conditions, for any Player, under any circumstances, directly or otherwise, to engage in any of the following activity (Fraudulent Conduct):

- a. use methods such as password mining, phishing, or any other means to gain access to any part of the Platform.
- b. cheating or colluding to cheat in any Game or part of the Platform.
- c. make any attempt to modify or reverse assemble/engineer, any part of the Games or Platform.
- d. bypass the presentation, structure, or navigational function of any Game, to obtain information that JefeBet has chosen not to make publicly available on its Platform.
- e. intentionally introducing viruses, Trojans, worms, malware, logic bombs, spyware, or any similar damage-causing material.

f. use the Platform as a method of performing illegal money transfers. (This includes money laundering from proceeds of a crime).

g. participate, join or encourage others to participate in any scheme or agreement to share: 1) any special offers or packages emailed to a specific set of players and redeemable by URL or 2) identification documents used for the purpose of misleading JefeBet to a Player's identity.

h. attempt to use the Customer Account and/or the Platform through a VPN proxy, or similar service, that masks or manipulates the identification of the real location or provides false or misleading information regarding your citizenship, place of residence, or by participating in games using the Platform through a third-party or on behalf of a third-party.

i. use of third-party credit cards.

j. upload false and/or doctored documents to the Platform, including but not limited to, utility bills, personal identification, and bank statements.

**(2) Fraudulent Conduct is strictly prohibited.** Players must not use the Platform for any unlawful, fraudulent activity, including the Fraudulent Conduct identified above, under the laws of any jurisdiction applicable to you. JefeBet monitors all transactions on its Platform in an effort to prevent money laundering.

**(3)** If JefeBet suspects a Player may have engaged or be engaging in ANY improper or prohibited activity, including Fraudulent Conduct or money laundering, their access to the Platform will be immediately suspended and their Customer Account will be closed. Under such circumstances, JefeBet is under no obligation to refund any Gold Coin purchases the Player has made or to redeem any Sweepstakes Coins or Prizes in their Customer Account. Additionally, JefeBet may provide the necessary authorities, online service providers, banks, credit card companies, electronic payment providers or other financial institutions with any such relevant information. Players must cooperate in full with any investigation into such activity.

**(4)** Players must notify JefeBet immediately, as detailed in Section 19 below, if they suspect another Player is engaging in any prohibited or unlawful activity or Fraudulent Conduct.

## **12. Intellectual Property**

These Terms and Conditions grant you only the right to use the Services and do not convey any ownership rights or other interest in the Services. All rights, title, and interest, including any copyright, patent, trade secret, or other intellectual property right in the Services will remain the sole property of JefeBet or where licensed from a third-party, their sole property.

(1) The computer software, graphics, Platform and user interface made available is owned by, or licensed to, JefeBet, and is protected by applicable copyright laws. The use of the software is for personal and recreational use only, in accordance with these Terms and Conditions, and all applicable laws, rules, and regulations.

(2) JefeBet is the authorized licensee of all Content.

(3) Players' use of the Platform and/or Games does not provide them with any ownership rights in the intellectual property. The titles, source, and object codes, game client and server software, the "look and feel" of the Games, sounds, musical compositions, audio-visual effects, concepts and methods of operation, layout, text, data, Customer Accounts, themes, objects, characters and character likeness, character names and character profile information, stories, dialogue, catch phrases, locations, artwork, animation files, images, graphics, documentation, gaming history and recording of game play, transcripts of any chats, and moral rights, whether registered or not, and all applications related to the above, will remain vested in JefeBet or any third-party supplier of the Games..

(4) Players' use of the Platform grants JefeBet an irrevocable, perpetual, non-exclusive, royalty-free license for it to use however it sees fit any information, images, videos, comments, messages, music, or profiles Players publish or upload to any JefeBet website or social media page.

(5) Players will not reproduce or modify the Content in any way. This includes removing any watermark, copyright, or trademark notice.

(6) Each trademark and logo displayed within the Games and on the Platform is the property of its respective owner and protected by copyright and trademark laws.

(7) Players acknowledge and agree that they shall have no ownership or other property interest in the Customer Account, and they further acknowledge and agree that all rights in and to the Customer Account are and shall forever be owned by and inure to the benefit of JefeBet.

### **13. Websites, Links, and Games Operated by Third Parties**

## Websites

(1) Players agree and understand that JefeBet is not responsible for the content, accuracy or functionality of any Third-Party Website.

(2) Players acknowledge and understand that some Third-Party Websites may be fraudulent in nature, offering Gold Coins or Sweepstakes Coins that they do not have authority to provide, to induce Players to reveal private information such as passwords, personal account information, and credit card details. Players agree that JefeBet is not responsible for the disclosure of any such information they provide at the direction of such Third-Party Websites.

**(3) JEFEBET DOES NOT AUTHORIZE ANY THIRD PARTY TO OFFER GOLD COINS OR SWEEPSTAKES COINS. ANY SUCH OFFER SHOULD BE DEEMED FRAUDULENT AND BE DISREGARDED BY THE PLAYER.**

(4) Third Party Websites are subject to any Terms and Conditions provided by that party.

## Links

(5) Any links provided on the Platform do not signify that any relationship has been formed between JefeBet and that third party. Nor do links indicate that JefeBet endorses or sponsors such Third-Party Website, or that the goods and services it provides, unless specifically stated otherwise.

(6) With regard to any link provided for on JefeBet's Platform to social networking sites such as Facebook ® or X ® (formerly Twitter ®), Players acknowledge and agree as follows: a) any comments or content that Players post to such social networking sites are subject to that site's particular terms and conditions; b) Players will not post any false, misleading, or defamatory comments regarding JefeBet or its employees, officers, agents, or other players; and c) JefeBet is not responsible or liable for any comment or content that anyone (Players or others) may post on such social media websites.

## 14. Warranties

(1) **No warranties.** The Platform, Games, and Content are provided on an "as is" basis and to the fullest extent permitted by law, JefeBet makes no warranty or representation, whether express or implied, in relation to the satisfactory quality, fitness for purpose, completeness or accuracy of its Platform, Games and Content.

### **Malfunctions:**

(2) JefeBet is not liable for any glitches, lag time, server disruptions, downtime, or any other technical disturbances to Gameplay that a Player may experience.

(3) JefeBet is not liable for any damages or losses that are alleged to have arisen out of or in connection with the Platform or any of its Content, including but not limited to, delays, interruptions, loss or corruption of data, or any misuse of the Platform or its Content.

(4) If the Platform undergoes a system malfunction, all subsequent Gameplay and resulting award is considered void.

(5) If a Game experiences a failure during Gameplay causing a failure to conclude, JefeBet will use reasonable efforts to return the amount of Gold Coins or Sweepstakes Coins (whichever is applicable) played by returning it to the Player's Customer Account. JefeBet reserves the right to alter Player Gold Coin or Sweepstake Coin balances to correct these mistakes.

(6) JefeBet reserves the right to remove any Game, or any part of a Game, from the Platform at any time. JefeBet will cancel and remove from the Platform any Game that demonstrates incorrect operation affecting Prize redemption, game data, Gold Coin or Sweepstakes Coins balances due to a bug or misconfiguration within the Game.

**(7) Platform Changes.** JefeBet reserves the right to add, remove, suspend, or modify Content on the Platform in its sole discretion, with immediate effect, with or without notice to Players. JefeBet is not liable for any losses resulting in these changes.

**(8) Suspension of the Services.** JefeBet may suspend the Platform in its entirety, or any part of the Platform, for any reason and at its sole discretion. JefeBet will restore the Platform as soon as reasonably practicable.

## 15. Viruses

JefeBet takes reasonable measures to ensure that its Platform is free from viruses and malware. That said, JefeBet cannot and does not guarantee that its Platform is free from such harm. The protection of Players' systems and ability to reinstall lost programs and data due to a virus is Players' sole responsibility.

## 16. Privacy

(1) JefeBet is committed to protecting and respecting Players' privacy and complying with all applicable data protection and privacy laws associated with such.

(2) The JefeBet Privacy Policy is available to Players on the Platform.

(3) Even with JefeBet' best efforts, the communication of Player data through the Platform can never be guaranteed to be wholly secured. Players transmit personal information at their own risk, and there is no promise that such information will not be intercepted by third parties. JefeBet will not be liable for any breach of the security of your personal information from the actions of third parties beyond its control. This may include, but not be limited to, Players' own actions or omissions, defects in third-party data services or products, impersonation of representatives of JefeBet, corruption or intercepted stored data, terrorism, natural occurrences, power failures, hacking, sabotage, and riots. JefeBet will not be responsible for the unauthorized circumvention of any security measures or privacy settings contained within the Platform.

## 17. Marketing Communications

By agreeing to these Terms and Conditions, Players consent that JefeBet may send them marketing communications for various offerings, by way of email, post, SMS and telephone. Players may unsubscribe from these notifications at any time by contacting JefeBet Customer Support.

## 18. Use of Live Chat Service

(1) A Live Chat service allowing Players to communicate with JefeBet Customer Support representatives, or to other Players, may be provided. Players must use these services for their intended purpose. **PLAYERS MAY NOT USE THE JEFEBET LIVE CHAT SERVICES FOR ANY ILLEGAL PURPOSES.** The use of Live Chat Services is strictly provided for social and recreational purposes only. JefeBet reserves the right to turn the Live Chat Service on or off at any time, and at its sole discretion.

(2) Players must be mindful of what they post on any Live Chat Service provided. Players' use of the Live Chat service should be for recreational and social purposes only. JefeBet reviews and moderates chats and may maintain a record of statements made.

(3) Any forms of spamming, intimidation, harassment, or abuse of other Players or any employee JefeBet is strictly prohibited on the Live Chat Service and will not be tolerated.

(4) Use of any harassing or offensive behavior will not be tolerated on the Live Chat Service. This includes any behavior of language that is threatening, derogatory, abusive, defamatory, racist, sexually explicit, pornographic, obscene, or offensive.

(5) Players will not use the Live Chat Service to infringe upon any privacy, property, or any other basic right of others.

**(6)** Players agree to not submit fraudulent or unlawful material or information on the Live Chat Service.

**(7)** Players will not use the Live Chat Service to distribute, promote or otherwise publish any material that solicits funds or advertises goods or services of other companies.

**(8)** Players will not use the Live Chat Service to distribute, promote or otherwise publish any kind of malicious code or other material that would cause harm to the Platform or to other Players' systems in any way.

**(9)** Anything Players submit to the Live Chat Service will be monitored by JefeBet to ensure it complies with these guidelines, which are subject to change at any time and in its sole discretion.

**(10)** Any breach of these provisions governing the Live Chat Service may result in Players being banned from future use of such service and may result in JefeBet suspending or closing that Player's Customer Account. In such circumstances, JefeBet reserves the right to cancel or refuse to redeem the Player's Prize(s).

**(11)** JefeBet reserves the right to remove the Live Chat Service from the Platform if it is being abused.

**(12)** JefeBet is not liable for any damages arising out of the use of the Live Chat Service.

**(13)** Players agree to indemnify JefeBet for any damages arising out of Players' illegal, unlawful or inappropriate conduct arising out of violation of the provisions in Section 18, or any other rule on the Platform relating to the Live Chat Service.

**(14)** Players must report any suspicious behavior witnessed on the Live Chat Service to Customer Support.

## **19. Customer Support and Complaints**

**(1)** At any time, Players may contact JefeBet with any complaint regarding the Platform or Game by utilizing the JefeBet Customer Support link on the homepage of the Platform.

**(2)** Players must use the email address designated by them during registration of their Customer Account for all communications between the Player and JefeBet. Responses may be delayed if communications are done utilizing a different email account.

**(3)** When communicating complaints to JefeBet, Players should include the following information: a) Player's username; b) Player's first and last name (matching the name used in registering their Customer Account); c) a detailed explanation of the complaint; and d) any specific times and dates relevant to the complaint.

**(4)** A failure to provide the information identified in Section 19(3) above may result in a delayed response from JefeBet and will affect its ability to respond to the complaint in a timely manner. The JefeBet Player Support Team will use reasonable efforts to respond to complaints within ten (10) days of submission.

**(5)** All complaints/claims must be submitted for consideration within one (1) month from the date the issue that gave rise to the complaint/claim occurred.

**(6)** JefeBet aims to resolve Players' complaints/claims as quickly as possible. If the Player is not satisfied with the outcome, the Player may pursue arbitration as set out in Section 22 of these Terms and Conditions.

## **20. Account Closure or Suspension**

**(1)** Notwithstanding the provisions of Section 5(16) above or otherwise within these Terms and Conditions, JefeBet reserves the right in its sole discretion, to suspend and/or close a Customer Account if it suspects a Player has engaged in or is likely to engage in any of the following activities:

- a. Player has more than one Customer Account on the Platform. This includes any inactive Customer Accounts.
- b. JefeBet suspects a Player breached, or has assisted in a breach, to any of these Terms and Conditions.
- c. The name on the Player's Payment Medium (or the account they have designated to redeem Prizes) does not match the name on their Customer Account.
- d. Any communication from the Player to JefeBet that includes any offensive behavior. This includes, but is not limited to, communication that is harassing, threatening, pornographic or sexually explicit, obscene, defamatory, racist, sexist, abusive or offensive.
- e. Player's Customer Account becomes inactive.
- f. Player files for bankruptcy or otherwise becomes insolvent.

- g. Any information a Player provides that is misleading or incorrect.
- h. The following cannot be verified:
  - i. Player's identity
  - ii. Player's source of funds/wealth
- i. Using a VPN or other device that hides or manipulates a Player's true location, place of residence, or citizenship status, or playing any Game through a third party for the benefit of that third party.
- j. Player is under the age of 18 or any legal age designated by your residential jurisdiction.
- k. Player Participates in any Game on the Platform from:
  - i. A jurisdiction where Participating is not lawful.
  - ii. Player is ineligible to Participate in Promotional in accordance with the Sweepstakes Rules.
- l. Player intentionally or unintentionally allowed someone to use their Customer Account to Participate.
- m. Player participates in a group or club with other Players in a coordinated manner involving the same, or materially same, selections.
- n. If JefeBet receives a "chargeback" claim from Player's Payment Medium.
- o. Player has failed the JefeBet due diligence procedures or are found to be engaged in any fraudulent activity, including (but not limited to) cheating, laundering money, or colluding.
- p. Player has utilized a system which has given themselves an unfair advantage (such as bots, computers, software or machines).
- q. Player does not satisfy the criteria outlined in the JefeBet Terms & Conditions.

**(2)** If JefeBet suspends or closes a Player's Customer Account for any of the reasons provided for in Section 20(1) above, the Player will be liable for any and all claims,

losses, liabilities, damages, costs and expenses incurred or suffered by JefeBet arising therefrom and they will indemnify and hold JefeBet harmless on demand for such claims.

**(3)** For any of the suspected activity described in Section 20(1) above, JefeBet reserves its right to withhold all or some of the balance from the Player's Customer Account, including any Prizes, Gold Coins, or Sweepstakes Coins that may be attributable to any of those prohibited activities. The details of this occurrence may be given to any relevant authority or external third party.

**(4)** Section 20 contains rights that have no prejudice to other rights under Terms and Conditions or otherwise.

## **21. Indemnity and Liability Limitations**

**(1) Indemnity. PLAYERS AGREE TO INDEMNIFY AND HOLD HARMLESS JEFEBET AND ITS AFFILIATES, RESPECTIVE PARTNERS, DIRECTORS, OFFICERS, EMPLOYEES, SHAREHOLDERS, SUBCONTRACTORS, LICENSORS, SUPPLIERS AND AGENTS AGAINST ANY AND ALL COSTS, EXPENSES, LIABILITIES AND DAMAGES (WHETHER DIRECT, INDIRECT, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE OR OTHER) ARISING FROM ANY PARTICIPATION BY YOU, INCLUDING WITHOUT LIMITATION:**

- A. Using and or accessing the Platform and any Games on it;
- B. Re-using any content obtained from the Platform or any other source;
- C. Completing a payment to a Player Customer Account;
- D. Participating through any delivery mechanism.
- E. Accepting and using any Prize.

### **Liability Limitations:**

**(2) TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES WHATSOEVER WILL JEFEBET OR ITS AFFILIATES RESPECTIVE PARTNERS, OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, AGENTS, LICENSORS, SUBCONTRACTORS AND SUPPLIERS, BE RESPONSIBLE OR LIABLE TO ANY PLAYER OR TO ANY OTHER ENTITY, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, UNDER ANY LEGAL THEORY, WHETHER CONTRACT, TORT OR OTHERWISE, FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES, INCLUDING ANY LOST PROFITS AND LOST BUSINESS OPPORTUNITIES, BUSINESS INTERRUPTION, LOST REVENUE, INCOME, GOODWILL, USE OF DATA OR OTHER INTANGIBLE LOSSES, IN EACH CASE**

**THAT RESULT FROM OR RELATE IN ANY MANNER TO PLAYERS' PARTICIPATION OR ANY OTHER ACT OR OMISSION BY JEFEBET.**

**(3) TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, UNDER NO CIRCUMSTANCES WILL JEFEBET, ITS AFFILIATES RESPECTIVE PARTNERS, OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, AGENTS, LICENSORS, SUBCONTRACTORS OR SUPPLIERS, BE LIABLE TO PLAYERS FOR MORE THAN THE AMOUNT THEY HAVE PAID JEFEBET IN THE THIRTY (30) DAYS IMMEDIATELY PRECEDING THE DATE ON WHICH A PLAYER FIRST ASSERTED ANY SUCH CLAIM. PLAYERS ACKNOWLEDGE AND AGREE THAT IF THEY HAVE NOT PAID JEFEBET ANY AMOUNTS IN THE THIRTY (30) DAYS IMMEDIATELY PRECEDING THE DATE ON WHICH THEY FIRST ASSERTED ANY SUCH CLAIM, THEIR SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE WITH JEFEBET IS TO STOP USING THE PLATFORM AND TO CLOSE THEIR CUSTOMER ACCOUNT.**

**(4) PLAYERS RECOGNIZE AND AGREE THAT THE WARRANTY DISCLAIMERS IN SECTIONS 14 AND 15, AND THE INDEMNITIES AND LIMITATIONS OF LIABILITY IN SECTION 21, ARE MATERIAL AND BARGAINED-FOR BASES OF THESE TERMS AND THAT THEY HAVE BEEN TAKEN INTO ACCOUNT AND REFLECTED IN THE DECISION BY YOU TO ENTER INTO THESE TERMS AND CONDITIONS.**

Depending on where the Player resides and uses the Platform, some of the limitations contained in Section 21 may not be permissible. In such cases, they will not apply to that Player, but solely to the extent that they are prohibited.

**(5) Negligence and Willful Misconduct. NOTHING IN THESE TERMS AND CONDITIONS WILL OPERATE SO AS TO EXCLUDE ANY LIABILITY OF JEFEBET FOR DEATH OR PERSONAL PHYSICAL INJURY THAT IS DIRECTLY AND PROXIMATELY CAUSED BY JEFEBET' NEGLIGENCE OR WILLFUL MISCONDUCT.**

**(6) Survival of Obligations. SECTION 21 SURVIVES THE TERMINATION OF THESE TERMS AND CONDITIONS FOR ANY REASON.**

## **22. JEFEBET IS NOT A FINANCIAL INSTITUTION**

**(1) Interest.** Players agree and acknowledge that JefeBet is not a financial institution. No interest will be paid on Prizes.

**(2). No legal or tax advice provided.** JefeBet does not, and will not, provide any advice on legal or tax matters. If a Player would like to get advice regarding these matters, JefeBet encourages the Player to contact the appropriate advisors.

## **23. DISPUTE RESOLUTION AND AGREEMENT TO ARBITRATE ON AN INDIVIDUAL BASIS**

**READ THIS SECTION CAREFULLY AS IT MAY REQUIRE PLAYERS AND JEFEBET TO ARBITRATE CERTAIN DISPUTES AND CLAIMS ON AN INDIVIDUAL BASIS AND LIMITS THE MANNER IN WHICH A PLAYER AND JEFEBET CAN SEEK RELIEF FROM ONE ANOTHER.** Section 23 contains information about certain disputes and claims and limits that a Player may seek from JefeBet. This Section 23 will be construed under and be subject to the Federal Arbitration Act, notwithstanding any other choice of law set out in these Terms and Conditions.

**(1)** Players agree, and to the extent permitted by applicable law, that any and all past, present and future disputes, claims or causes of action arising out of or relating to these Terms and Conditions, the Platform or any other dispute between a Player and JefeBet or its affiliates, licensors, distributors, suppliers, or agents (including any application store or platform from which the Platform is accessed or downloaded), and whether arising prior to or after Players' agreement to this Section (collectively "Dispute(s)") will be governed by the procedure outlined below. Players and JefeBet further agree that any arbitration pursuant to this Section shall not proceed as a class, group or representative action.

### **Complaint Resolution:**

**(2)** It is JefeBet's goal to address any concerns or complaints Players may have without the need for a formal legal dispute.

**(3)** Players agree to work to resolve any complaint in accordance with Section 19 before filing any claim against JefeBet. If a Player's concern or complaint does not get resolved to their satisfaction after exhausting the process outlined in Section 19, the Player may begin a dispute resolution as set out in this Section 23.

**(4)** JefeBet will take all reasonable efforts in order to contact the Player to work to resolve a claim before taking any formal action.

### **Arbitration:**

**(5) Agreement to Arbitrate.** By accepting these Terms and Conditions, and to the extent permitted by applicable law, both Players and JefeBet agree to resolve any Disputes through final and binding arbitration.

**(6) Opt out of Arbitration.** A Player may decline this agreement to arbitrate by contacting [help@jefebet.com](mailto:help@jefebet.com) within 30 days of accepting these Terms and Conditions.

The email must include the Player's first and last name, postal address, and a statement that they decline this arbitration agreement. In doing so, neither the Player nor JefeBet will be able to invoke the mutual agreement to arbitrate disputes. In the event the Player exercises their right to opt out of the agreement to arbitrate, the limitations and restrictions applicable to litigation that are set out in this Section continue to apply. Additionally, if the Player opts out of the agreement to arbitrate and at the time of the receipt of these Terms and Conditions was bound by an existing agreement to arbitrate disputes arising out of or related to use of or access to the Platform or Games, that existing arbitration agreement will remain in full force and effect. Put simply, if the Player was bound by an agreement to arbitrate at the time of opting out of this one, that prior agreement to arbitrate will continue to apply. Players will not be precluded from the Platform or prevented from Gameplay by opting out of arbitration.

**(7) Arbitration Procedures and Fees.** JefeBet and Players agree as follows:

- a) the American Arbitration Association ("AAA") will administer the arbitration under its Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes, or successor rules, which are in effect at the time arbitration is sought (the "AAA Rules"). Those rules are available at [www.adr.org](http://www.adr.org);
- b) arbitration will proceed on an individual basis;
- c) arbitration will be handled by a sole arbitrator in accordance with the AAA Rules;
- d) the AAA rules will govern payment of all arbitration fees;
- e) except as otherwise may be required by the AAA Rules, the arbitration will be held in Las Vegas, Nevada, or, at mutual agreement, conducted via telephone or other remote electronic means;
- f) the arbitrator shall be authorized to award any remedies, including injunctive relief, that would be available to you in an individual lawsuit and that are not waivable under applicable law. Notwithstanding any language to the contrary in this clause 23(7)(f), if a party seeks injunctive relief that would significantly impact other JefeBet Players as reasonably determined by either party, the parties agree that such arbitration will proceed on an individual basis but will be handled by a panel of three (3) arbitrators. Each party shall select one arbitrator, and the two party-selected arbitrators shall select the third, who shall serve as chair of the arbitral panel. That chairperson shall be a retired judge or an attorney licensed to practice law and with experience arbitrating or mediating disputes. In

the event of disagreement as to whether the threshold for a three-arbitrator panel has been met, the sole arbitrator appointed in accordance with this clause shall make that determination. If the arbitrator determines a three-person panel is appropriate, the arbitrator may - if selected by either party or as the chair by the two party-selected arbitrators - participate in the arbitral panel; and

g) except as and to the extent otherwise may be required by law, the arbitration proceeding, and any award rendered, shall be deemed confidential.

#### **Arbitration to Proceed Individually:**

(8) JefeBet and Players agree that the arbitration of any dispute shall proceed on an individual basis and neither Players nor JefeBet may bring a claim as part of a Collective Arbitration.

(9) Without limiting the generality of Section 23(8) above, and by way of example, a claim to resolve a dispute against JefeBet will be deemed to a Collective Arbitration if: a) two or more similar claims for arbitration are filed concurrently by or on behalf of one or more claimants; and b) counsel for the claimants are the same, share fees, or coordinate in any way across the arbitrations. For purposes of this Section, the term “concurrently” means that both arbitrations are pending (filed but not resolved) at the same time.

**(10) Class Action and Collective Arbitration Waiver. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NEITHER PLAYERS NOR JEFEBET SHALL BE ENTITLED TO CONSOLIDATE, JOIN OR COORDINATE DISPUTES BY OR AGAINST OTHER INDIVIDUALS OR ENTITIES, OR PARTICIPATE IN ANY COLLECTIVE ARBITRATION (AS DEFINED ABOVE) OR ARBITRATE OR LITIGATE ANY DISPUTE IN A REPRESENTATIVE CAPACITY, INCLUDING AS A REPRESENTATIVE MEMBER OF A CLASS OR IN A PRIVATE ATTORNEY GENERAL CAPACITY OR OTHERWISE SEEK TO RECOVER FOR LOSSES INCURRED BY A THIRD PARTY. IN CONNECTION WITH ANY DISPUTE, ANY AND ALL SUCH RIGHTS ARE HEREBY EXPRESSLY AND UNCONDITIONALLY WAIVED. NOTWITHSTANDING ANYTHING TO THE CONTRARY SET FORTH IN THIS AGREEMENT, IN THE EVENT ALL OR ANY PORTION OF THIS SECTION 23(10) IS FOUND TO BE INVALID OR LESS THAN FULLY ENFORCEABLE, THEN THE ENTIRETY OF SECTION 23 (DISPUTE RESOLUTION AND AGREEMENT TO ARBITRATE ON AN INDIVIDUAL BASIS) MAY BE DEEMED VOID AND AS HAVING NO EFFECT UPON EITHER PARTY'S ELECTION.**

#### **24. Promotional Spins**

(1) Promotional Spins (“Promotion”) are available to Registered Players subject to these Terms and Conditions, Sweepstakes Rules, and to any additional terms that may be published at the time of the Promotion.

(2) The Promotion operates across specially designated brands offered on JefeBet, and the Prize pool offered is on a pooled basis. The total Prize pool available will be displayed for each Promotion. Promotional Prizes are awarded to Players in specific fixed coin amounts.

(3) Prizes will be credited to winners’ Player Accounts within the ordinary course of business.

(4) Any Player abusing, or suspected of abusing, the Promotion, deriving any advantage or gain for themselves or other Players, or otherwise engaging in Fraudulent Conduct, will have their Player Account closed, and Prizes won during the Promotion will be forfeited.

(5) JefeBet, in its sole discretion, reserves the right to change or amend any Promotion at any time and without prior notice to Players.

(6) No purchase is necessary to participate in the Promotion and all Terms and Conditions herein apply. In the event and to the extent of any conflict between these Terms and Conditions and any Promotion-specific terms and conditions, the promotion-specific terms and conditions will prevail.

(7) Unless otherwise restricted in these Terms and Conditions, or by applicable law, you grant JefeBet an irrevocable, perpetual, worldwide, non-exclusive, royalty-free license to use in whatever way it sees fit, and without further acknowledgement of the Player as the author, any content a Player posts or publishes as part of the Promotion.

### **Weekly Tournaments**

(8) To participate in any Weekly Tournament or Daily Prize Drop in the Promotion, Players must play in a Participating Game and make one Qualifying Weekly Spin or One Qualifying Daily Spin (as defined below) as applicable.

(9) Qualifying Weekly Spins means at least one spin of the minimum Gold Coin or Sweepstakes Coin spin size on the participating game(s) during the applicable Qualifying Week. Each Qualifying Week within the Promotion includes one (1) Weekly Tournament. One (1) Qualifying Weekly Spin may allow a Player to rank on the leaderboard.

**(10)** In order for Players to be eligible to participate in Weekly Tournaments, the Player must play at least one Qualifying Weekly Spin. The leaderboard is ranked in accordance with the score. The score is based on the highest single spin win amount on any participating Game adjusted to the size of the spin. Players may view the leaderboard at any time when playing a participating game. The leaderboard will be updated in real time.

**(11)** If more than one (1) Player finishes a Weekly Tournament in the same leaderboard position, the Player who first achieved the score will receive the higher Prize.

**(12)** In order for a Player to participate in the Weekly Tournament, they must play at least one Qualifying Weekly Spin on any of the participating Games and must get a least one (1) in-game win to qualify.

**(13)** The higher the value of the amount the Player wins in one single spin in relation to the Player's spin size, the higher that Player's score would be. Prizes will be distributed to Players based on the final score as shown on the in-game leaderboard by the end of each Weekly Tournament.

### **Daily Prize Drops**

**(14)** Qualifying Daily Spin means at least one (1) spin of the minimum Gold Coin or Sweepstakes Coin spin size on the participating Game(s) on the specific calendar day of the Daily Prize Drop will occur on. The Daily Prize Drop will end on 11:59 EST or when there are no Prizes remaining, whichever occurs first.

**(15)** Each Daily Prize Drop has a total expected Prize pool that is available to be awarded. The intention is to award each Daily Prize Drop, there may be a disproportion of the Prize pool at the end of any specific Daily Prize Drop, as they are awarded automatically and randomly that is not under the control of JefeBet. JefeBet makes no guarantee that all Prize Drop Prizes will be awarded each day.

**(16)** A Player is required to play at least one Qualifying Daily Spin in order to be eligible to participate in Daily Prize Drops. Any Qualifying Daily Spin played on a participating Game may trigger one (1) random Prize from the Prize pool during the Promotion.

**(17)** Prizes are awarded to Players as a fixed amount as provided for in each participating Game.

**(18)** One (1) Qualifying Daily Spin (as defined above) may trigger one (1) Prize from the Prize pool during each Daily Prize Drop. Rules and Prize tables will be specific to each participating Game. Prize Table updates will show in real time revealing the current standings. A Player is permitted to win multiple Daily Prize Drops.

## 25. Other

**(1) Entire Agreement.** These Terms and Conditions constitute the entire agreement between JefeBet and Players with respect to Players' Participation and save in the case of fraud, supersede all prior or contemporaneous communications and proposals, whether electronic, oral or written, between Players and JefeBet with respect to Players' Participation.

### **Amendments:**

**(2)** JefeBet reserves the right to amend these Terms and Conditions at any time and without prior notice, and except in the case of fraud, supersede all prior or contemporaneous communications and proposals, whether electronic, oral, or written, between JefeBet and Players regarding Players' Participation. Changes made regarding these Terms and Conditions will be effective immediately and be binding.

**(3)** We will notify Players by email, pop up at the time of login, and/or other writing, with regards to any changes made to these Terms and Conditions which could limit Players' current rights. It is the Player's responsibility to have received and read such email, whether deleted or received in a spam folder. If Players do not agree to the amended Terms and Conditions Players will not be to Participate in the Games on the Platform.

**(4) Taxes.** Players are solely responsible for any taxes which may apply to any Prize redeemed from their Participation on the Platform. JefeBet may send Players a W-9, 1099-MISC, or other such form for their winnings, and request the Player's social security number to fulfill applicable tax reporting requirements.

**(5) Force Majeure.** JefeBet shall not be liable for any failure to perform, or delay in performance of, any of its obligations under these Terms and Conditions caused by events outside of its reasonable control.

**(6) No Agency.** Nothing in these Terms and Conditions shall be construed as creating any agency, partnership, trust agreement, fiduciary relationship or any other form of joint enterprise between Players and JefeBet.

**(7) Severability.** If any of the Terms and Conditions are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will, to that extent, be severed from these Terms and Conditions. All remaining Terms, Conditions and provisions will continue to be valid to the fullest extent permitted by law. In such cases, the part deemed invalid or unenforceable will be amended in a manner consistent with the applicable law to reflect, as closely as possible, the original import of the invalid or unenforceable provision.

## **Explanation of Terms and Conditions:**

**(8)** JefeBet considers these Terms and Conditions to be clear and fair. If Players need any explanation regarding any provision within them, or any other part of our Platform, they should contact JefeBet Customer Support.

**(9)** These Terms and Conditions prevail above any email or chat or other means of communication.

**(10)** Players acknowledge and agree that any correspondence between them and JefeBet may be recorded.

**(11) Assignment.** These Terms and Conditions are personal to Players and are not transferable or sub-licensable by Players except with JefeBet' prior written consent. JefeBet reserves the right to assign, transfer, or delegate any of its rights and obligations hereunder to any third party without notice to Players.

**(12) Business Transfers.** In the event of a change of control, merger, acquisition, or sale of assets of JefeBet, Players' Customer Accounts and associated data may be part of the assets transferred to the purchaser or acquiring party. In such an event, we will provide Players with notice via email or via our Platform.

**(13) Language.** These Terms and Conditions may be published in several languages for information purposes and ease of access by Players but will all reflect the same principles. It is only the English version that is the legal basis of the relationship between Players and JefeBet, and in case of any discrepancy between a non-English version and the English version of these Terms and Conditions, the English version will prevail.

## **Jurisdiction and Applicable Law:**

**(14)** These Terms and Conditions, Players' use of the Platform and their entire relationship with JefeBet', will be governed, and interpreted in accordance with, the laws of the State of Nevada in the United States, without regard for its choice of conflict of law principles.

**(15)** Subject to Section 7(2) above, and absent an express statement to the contrary, in the event of any conflict or inconsistency between any provision of these Terms and Conditions and a provision of the Responsible Social Gameplay Policy, Sweepstakes Rules or Customer Acceptance Policy, these Terms and Conditions shall control solely to the extent necessary to resolve the conflict or inconsistency.

# Club Jefe Terms & Conditions

Welcome to the JefeBet Social Casino Loyalty Program (the “Program”). These Terms and Conditions (“Terms”) govern your participation in the Program. By enrolling in or participating in the Program, you (“Member” or “you”) agree to abide by these Terms. Please read them carefully, as they form a binding agreement between you and JefeBet, the operator of JefeBet Social Casino.

## 1. Eligibility and Enrollment

- **Age & Residency:** The Program is open only to individuals who are at least 21 years of age (or the lawful age of majority in their jurisdiction, if higher) and are legal residents of the United States, **excluding** those located in any U.S. state or territory where sweepstakes or this Program is prohibited or restricted by law. Please see the top of the JefeBet T&C for the current list of states from which residents may *not* participate. Membership is void where prohibited by law. All prospective members must successfully complete JefeBet’s account registration and identity verification (including proof of age and residency) before participating.
- **Account Requirement:** Participation in the Program requires an active JefeBet Social Casino player account in good standing. Only *natural persons* using their own legal name may enroll. Corporations, groups, or automated entries are not eligible. Limit one loyalty account per individual. Accounts and Program memberships are non-transferable and may only be used by the verified account holder.
- **Automatic Enrollment:** In general, there is no separate fee or sign-up process for the Program – all eligible JefeBet players are automatically enrolled upon creating an account, subject to these Terms. By participating (for example, by earning or redeeming loyalty points), you affirm that you meet the eligibility requirements and agree to these Terms.
- **Employee Restrictions:** Employees, officers, and directors of JefeBet, its parent, affiliates, subsidiaries, advertising/promotion agencies, and immediate family members of each (or those living in the same household) may be **ineligible** to participate in the Program.
- **Compliance with Terms:** All Members must comply with these Loyalty Program Terms, as well as the JefeBet Social Casino Terms of Service and Privacy Policy (collectively, “JefeBet Terms”). Participation in the Program is considered part of the “Services” provided by JefeBet, and thus all general rules (e.g., user conduct, dispute resolution, **no purchase necessary** conditions, etc.) that apply to JefeBet’s platform also apply to

the Program. In the event of any conflict between these Program-specific Terms and the general JefeBet Terms of Service, these Program Terms will govern only with respect to the Program, and otherwise the general Terms of Service remain in effect.

- **Void Where Prohibited:** No aspect of this Program is valid in any jurisdiction where it is unlawful. JefeBet makes no representation that participation in the Program is permitted in your jurisdiction. It is your responsibility to ensure that you are legally allowed to participate. The Program and these Terms are subject to all applicable laws and regulations.

## 2. How the Program Works – Points, Status, and Rewards

- **Loyalty Currency (“Points”):** The Program operates on a point-based system. Members earn **Loyalty Points** (also referred to as “Points”) by engaging in certain activities on JefeBet’s platform. Points may be earned through gameplay and/or purchases, as determined by JefeBet. Specifically, Members may earn Points by:
  - *Game Play:* Wagering or playing casino-style games using Gold Coins or Sweepstakes Coins on the platform. JefeBet may award a certain number of Points per amount wagered or per gameplay milestones. Points earning rates may vary throughout the life of this Program, and current earning rates can be seen in the Levels section of the Program on JefeBet.
  - *Purchases of Gold Coins:* Buying Gold Coin package(s) may yield Loyalty Points. JefeBet may grant a set number of Points for each purchase or for each dollar spent on Gold Coins. Points earning rates may vary throughout the life of this Program, and current earning rates can be seen in the Levels section of the Program on JefeBet. Note: Sweepstakes Coin purchases are not sold (since SC are only obtained via promotions), but if any monetary exchange or promotional purchase yields SC, those transactions may or may not generate Points at JefeBet’s discretion.
  - *Promotions and Other Activities:* JefeBet may, from time to time, offer Points for special promotions, friend referrals, challenges, or other non-purchase methods (such as social media engagement or contest participation). Any such opportunities and the Points awarded will be described in the applicable promotional terms. JefeBet may also award bonus Points to Members as a goodwill gesture, for birthdays or anniversaries, or other loyalty recognition events (all at JefeBet’s sole discretion).
- **Tier Status:** The Program may include multiple status levels or “Tiers” that offer varying benefits. Each Member’s Tier is determined by the number of Points earned within a

certain period or cumulatively. Higher tiers typically confer additional perks. Current Tiers are as follows:

- **Jefecito:** Entry-level tier for all new members (0+ Points).
  - **Rising Jefe:** Achieved upon earning 250 Points.
  - **Jefe Fresco:** Achieved upon earning 1000 Points.
  - **Jefe Fuego:** Achieved upon earning 5000 Points.
  - **Jefe Elite:** Achieved upon earning 25,000 Points.
  - **Gran Jefe:** Achieved upon earning 150,000 Points.
  - **Jefe Supremo:** Achieved upon earning 500,000 Points.
  - **El Jefe:** Top tier achieved upon earning 1,000,000 Points.
- **Each tier** may require that the member accumulate the requisite Points either **over the course of a fixed period** (e.g., within a calendar year) or on a **lifetime** basis, depending on Program design. Some tier statuses may reset on a periodic basis. Current tier reset parameters can be seen in the Levels section of the Program on JefeBet. JefeBet reserves the right to change or substitute tiers and tier prerequisites at any time (see Section 7 below).
  - **Tier Benefits:** Each Program tier may come with its own set of benefits (“Benefits”). These can include, by way of example only: bonus Gold Coins or Sweepstakes Coins on purchases, enhanced daily login bonuses, priority customer support, special promotions or discount offers, exclusive game access, merchandise, event invitations, or a dedicated account manager for top-tier members. The specific benefits available at any time will be communicated on the JefeBet site or via Member communications. See the JefeBet Loyalty Program page for a table of current benefits for each tier. All benefits are subject to availability and to any additional terms JefeBet may impose. JefeBet reserves the right to change or substitute benefits at any time (see Section 7 below).
  - **Earning Rate Changes:** JefeBet may adjust how Points are earned (the earning rate), the activities that accrue Points, or the number of Points required for any tier or reward at any time, in its sole discretion. This means that JefeBet can increase or decrease Point earnings for certain activities, or increase or decrease the number of Points needed to reach a tier, **with or without prior notice**. While we strive to inform Members

of significant changes, all such modifications will apply prospectively as determined by JefeBet. Your continued participation in the Program after any change constitutes your acceptance of the new terms.

- **Retroactive Credit:** Unless otherwise stated by JefeBet, Points are earned only for actions going forward after enrollment. No retroactive Points will be granted for past activity prior to the launch of the Program or your enrollment.
- **Account Linking:** Points are personal to your individual loyalty account. They cannot be combined or pooled with points from any other account, friend, or family member. Joint accounts are not permitted. In the event of a dispute over ownership of a membership account, JefeBet reserves the right to determine the rightful owner (generally, the individual named on the associated JefeBet casino account and who meets all eligibility criteria).

### 3. Points Value and Redemption

- **No Cash Value; Use of Points: Points are promotional and are not real money or property.** Points exist for the sole purpose of tracking your progress in the Program and unlocking Program benefits such as tier status or rewards. **Points have no cash value and are not exchangeable for cash or monetary credit.** You cannot purchase Points (outside of engaging in the earning activities above) and you cannot sell or transfer Points to any other person. Points are non-transferable, non-assignable, and cannot be bartered, traded, gifted, or redeemed for any real currency (USD or otherwise). Accrued Points are merely a measurement of your loyalty activity and do not constitute your property.
- **No Vested Rights:** Members have **no vested rights** in Points, tier status, or any Program benefits. JefeBet makes no promise of the continued availability of any reward, benefit, or tier. The accumulation of Points or the achievement of a tier status **does not guarantee** you any rights, and JefeBet may revoke or adjust such Points or status as set forth in these Terms. Points and membership have no value outside of this Program and are not inheritable. If a Member's account is closed or if the Program is terminated, any unused or unredeemed Points are forfeited without any obligation or liability.
- **Redemption of Points for Rewards:** The primary purpose of Points is to determine tier status and associated benefits. Generally, Points themselves are **not** intended to be redeemed directly for prizes or merchandise (unlike, for example, "Sweeps Coins" which can be redeemed for cash prizes on the platform). However, if JefeBet ever offers specific loyalty rewards in exchange for Points (such as exchanging Points for bonus Gold Coins, entries into a sweepstakes, merchandise, or other items), such opportunities will be clearly communicated along with any additional terms. All redemptions, if offered, would be subject to availability and any conditions JefeBet sets. JefeBet also reserves

the right to substitute any listed reward with an item of equal or greater value in its discretion.

- **Sweepstakes Coins and Prizes:** Loyalty Points are *distinct* from Sweepstakes Coins (SC). **Sweepstakes Coins are not Loyalty Points** – SC are a separate virtual currency used for gameplay and prize redemption on JefeBet's platform. Earning Points does not directly provide SC or vice versa (unless explicitly stated in a promotion). To redeem SC for prizes, members must follow the sweepstakes rules (including minimum SC requirements and play-through requirements of SC) regardless of loyalty status. Loyalty Program membership or tier may **not** be used to circumvent any standard requirements for SC prize redemptions.
- **Expiration of Points:** By default, Loyalty Points **do not expire** as long as your account is active and the Program is ongoing. However, JefeBet reserves the right to implement a point expiration policy. For example, JefeBet may provide that if there is no account activity (earning or redeeming points) for a continuous period (e.g., 6 or 12 months), your unused Points may expire. JefeBet will notify Members if a point expiry policy is instituted or changed. Any such expiration would not affect your already attained **tier status** so long as your account remains open, except that prolonged inactivity could result in account closure as described below. Current expiration rules can be seen in the Levels section of the Program on JefeBet.
- **Errors & Adjustments:** In the event that Points are credited to your account in error, or a technical issue credits incorrect Points, JefeBet reserves the right to correct such errors by adjusting your Point balance. If you believe there is an error in your Point balance or earning activity, you must contact JefeBet's customer support within 7 days of the transaction for review. JefeBet's determination of Point accrual shall be final. Points will not be awarded (or may be rescinded) if JefeBet determines that the Points were earned through fraudulent, abusive, or deceptive activity or in violation of these Terms.

#### 4. Member Responsibilities and Conduct

- **Account Security:** Members are responsible for maintaining the confidentiality of their account login credentials. You must not share your JefeBet account or Loyalty Program access with others. Any activity attributable to your account will be deemed to be performed by you. JefeBet is not liable for any loss of Points or rewards arising from unauthorized access to your account (but do notify us if you suspect any account breach or misuse).
- **Accurate Information:** You agree to provide and maintain accurate, current personal information on your JefeBet account (such as valid email, mailing address, and phone number). This ensures we can contact you regarding the Program and that any physical

rewards (if applicable) can be delivered. JefeBet is not responsible for communications or rewards not received due to outdated contact information or member negligence.

- **Prohibited Conduct:** Members shall not abuse the Program. Prohibited actions include, but are not limited to: using multiple accounts or fake identities to earn Points, attempting to earn Points through scripts, bots, or automated means, manipulating game outcomes or exploiting bugs to gain Points unfairly, purchasing or selling Points or tier status, or any fraudulent behavior. Any such conduct violates these Terms and may result in consequences described in Section 6. Members must also refrain from any activity that violates JefeBet's general Terms of Service or any game rules while participating in the Program.
- **No Transfer or Sale of Membership:** You may not transfer, combine, or sell your loyalty membership, Points, tier status, or rewards. This includes transferring upon death as well; Points are not inheritable. Any attempted transfer or sale of Points or status (for example, via online marketplaces or third parties) is void and may lead to termination of your membership.
- **Taxes:** Loyalty Points and benefits have no cash value; however, if you receive any reward or item of value through the Program (for example, a physical prize or significant bonus), you are solely responsible for any applicable taxes, fees, or government charges, if any. JefeBet may be required by law to send you (and the IRS or state tax authorities) tax documentation (such as an IRS Form 1099) for certain prize values. You agree to provide any necessary tax information to JefeBet if required for compliance.
- **Responsible Gaming:** JefeBet supports responsible gameplay. Participation in the Program should not be construed as an encouragement to game or spend beyond your means. The Program is intended to reward engagement and loyalty in a fun manner. If you feel you have a gaming problem, please seek help. Members who self-exclude or utilize responsible gaming tools that restrict play will not be penalized under the Loyalty Program; however, during any period of self-exclusion you will not earn Points or be able to use loyalty benefits, and any pending rewards may be voided if your entire account is closed as a result. If you self-exclude or close your account, your membership in the Program will end and any accrued Points or status may be forfeited.

## 5. Benefits and Rewards Conditions

- **Using Benefits:** Some loyalty benefits (such as bonus Gold Coins on purchases or increased daily bonuses) may be applied automatically by the system when you qualify. Other benefits, such as special promotions, merchandise, or event invitations, may require you to claim them or opt-in. Each benefit may have its own instructions or terms (for example, a promo code to redeem, or a limited time window to use a bonus). It is your responsibility to follow any instructions provided to utilize a benefit. Unused benefits

will expire if not used within the timeframe specified (if any).

- **Benefit Availability:** All Program benefits are subject to availability. JefeBet reserves the right to substitute a benefit with an item or offer of comparable value at its discretion, or to cancel a benefit outright if it becomes unavailable or impractical. For example, if a top-tier benefit includes event tickets or merchandise and those become unavailable, JefeBet may offer an alternative reward (or Points or Coins equivalent) at its discretion. There is no cash alternative unless expressly stated by JefeBet.
- **Limitations:** Some benefits might have limitations or blackout periods. For instance, if a benefit is “priority customer support,” this does not guarantee instantaneous service but places you ahead in queue. If a benefit is a “birthday bonus,” it might be provided only if you have verified your date of birth and your account is in good standing by that date. If a benefit is “increased daily login bonus,” the increase applies only during the period you hold that tier status. All benefits are personal to the member and cannot be assigned or transferred.
- **Partner Rewards:** If JefeBet partners with third-party vendors or affiliates to provide certain loyalty perks (e.g., discounts at a partner’s online store, or entries into a partner’s sweepstakes), JefeBet is not responsible for the products or services provided by those third parties. Use of partner rewards may be subject to the partner’s terms and conditions. JefeBet will make reasonable efforts to ensure partners fulfill their offers but shall not be liable for a partner’s failure to honor a benefit.
- **Communication of Rewards:** JefeBet will use the email address associated with your account, or in-app/site notifications, to inform you of loyalty-related rewards, such as achieving a new tier or availability of a reward. It is important to review communications from JefeBet so you do not miss any time-sensitive offers. JefeBet is not liable if you overlook a notification and the offer expires.

## 6. Fraud, Misuse, and Termination of Membership

- **Audit and Compliance:** JefeBet reserves the right to audit any Member’s participation in the Program for compliance with these Terms. If an audit reveals discrepancies or potential violations (for example, more Points earned than possible via recorded gameplay, or use of multiple accounts), the Member’s account may be suspended during investigation.
- **Violations and Fraud:** If JefeBet, in its sole discretion, believes that a Member has violated these Terms, engaged in fraud, cheating, misuse of the Program, or any improper conduct, JefeBet may take action including, but not limited to: (a) suspending or terminating the Member’s participation in the Loyalty Program; (b) voiding or

confiscating the Member's accrued Points, tier status, and unredeemed rewards or benefits; and/or (c) suspending or closing the Member's JefeBet account in accordance with the general Terms of Service. Examples of misuse include attempting to earn Points through scripts or bots, creating fake accounts to funnel Points, selling Points, or any attempt to defraud JefeBet.

- **Forfeiture upon Account Closure:** If your JefeBet Social Casino account is closed for any reason (whether voluntarily by you, or by JefeBet for violation of terms or inactivity), your participation in the Program will end, and any accrued Points or benefits will be forfeited immediately. If JefeBet closes your account due to a breach of terms or fraudulent activity, JefeBet reserves all rights to pursue any appropriate legal action, and any Points or rewards earned or redeemed as a result of such activity may be voided or subject to clawback.
- **One Account Rule:** As noted, members are limited to one loyalty account. Creating multiple accounts to circumvent limits or gain extra Points is strictly forbidden. If discovered, all related accounts may be terminated and Points voided. If multiple members of a household each have accounts (which is allowed), those accounts still cannot be merged or combined in the Program.
- **Appeal:** If your membership is terminated or Points forfeited, and you believe it was in error, you may contact customer support to request a review. JefeBet's decision on such matters will be final. There is no guarantee of reinstatement of Points or status, especially if evidence of violation is clear.
- **Indemnification:** By participating in the Program, you agree to indemnify and hold harmless JefeBet and its parent and affiliate companies, and their respective officers, directors, employees, and agents ("Released Parties") from and against any claims, damages, losses, or liability (including reasonable attorneys' fees) arising out of or related to your participation in the Program, your misuse of any rewards, or your breach of these Terms. This provision shall survive termination of your participation.

## 7. Program Changes, Suspension, and Termination

- **Right to Modify or End Program:** JefeBet reserves the right to modify, suspend, or terminate the Loyalty Program at any time, for any reason, with or without notice. This includes the right to change Program structure, replace or eliminate tiers, adjust how Points are earned or redeemed, or otherwise amend these Terms. While JefeBet may provide advance notice of major changes (for example, via email or on our website), we are not obligated to do so. **Continued participation** in the Program after any changes constitutes acceptance of those changes. If you do not agree to a change, your sole remedy is to discontinue participation in the Program.

- **Termination of Program:** In the event JefeBet decides to terminate the Loyalty Program permanently, we will attempt to provide at least 7 days notice to active Members when feasible. Upon termination, unless otherwise stated in the termination notice, all unredeemed Points will expire and be voided as of the Program end date. JefeBet may, at its discretion, provide a brief post-termination redemption period or convert Points to a different form (e.g., bonus play credits) as a courtesy, but is not obligated to do so. After the effective termination date, no further Points can be earned or redeemed, and no benefits will be honored. JefeBet will have no liability for unused Points or benefits following the termination of the Program.
- **Member Account Closure:** JefeBet also reserves the right to suspend or discontinue *individual* Members from the Program (even if the Program as a whole continues) for reasons including violation of these Terms or other JefeBet policies, as described in Section 6. Additionally, if a Member's account is inactive for an extended period, JefeBet may in its discretion deem the loyalty membership lapsed and remove or suspend the Member from the Program. Inactivity might also result in point expiration as noted in Section 3.
- **Change in Law:** If any law, regulation, or court or regulatory agency order prohibits or materially restricts the continuation of the Program or any aspect of it, JefeBet may terminate or adjust the Program (or affected part) immediately, with or without notice, to comply. In such cases, Points may be voided if required by law or a regulator. JefeBet will not be responsible to members for such changes or termination due to legal causes beyond our control.
- **Amendments:** Updates to these Terms will be posted on the JefeBet website (and the "Updated Date" at the top of the main T&C will be revised). It is the member's responsibility to review the Terms periodically. JefeBet may also choose to email significant changes to members. All changes are effective immediately when posted unless stated otherwise. If any provision of these Terms is found to be unlawful or unenforceable, that provision will be considered severed from the Terms and the remaining provisions will remain in effect.

## 8. Disclaimers and Limitation of Liability

- **No Warranty:** The Loyalty Program and all rewards or benefits are provided "**as is**" and "**as available**" without any warranty of any kind, either express or implied. JefeBet makes no guarantees regarding the availability of the Program or that the Program will be error-free. In particular, JefeBet does not guarantee that Points accrual or redemption will always process correctly, and JefeBet shall not be liable for errors, omissions, or delays in the tracking of Points or provision of benefits. By participating, you accept all risk and responsibility associated with the Program and use of any rewards.

- **Technical Issues:** The Released Parties are not responsible for any technical malfunction, failure, or error that may occur in the course of operation of the Program, including but not limited to: software or hardware errors, lost or delayed data transmissions, server failures, or any damage to participants' computers or devices. If technical issues result in the inability to accrue or redeem Points (for instance, a website outage during a promotion), JefeBet will not be liable for such inability, though we may, at our discretion, provide alternative means or remedies (purely as a courtesy).
- **Limitation of Liability:** To the fullest extent permitted by law, in no event shall JefeBet or the Released Parties be liable for any direct, indirect, special, incidental, consequential, or punitive damages arising out of or related to the Program, these Terms, or any rewards or benefits (including lost profits, loss of opportunity, or lost data), even if we have been advised of the possibility of such damages. JefeBet's total cumulative liability for any claims arising in connection with the Program shall be limited to the lesser of (a) the fair market value of any disputed reward, or (b) one hundred U.S. dollars (USD \$100).
- **No Guarantee of Availability:** All rewards and Program features are subject to availability. Being a Member or reaching a certain tier does not guarantee that a particular game, reward, or benefit will be available at the time you attempt to use it. For example, if a certain promotional bonus is limited to the first X qualifiers, and you qualify after that cap is reached, you may not receive that bonus. You agree that JefeBet has the final say in all reward allocations and interpretations of availability.
- **Not Responsible for Acts of God:** JefeBet is not responsible for events outside its control that may affect the Program, such as natural disasters, war, terrorist acts, government action, communications or utility failures, or other force majeure events. If such events compromise the fairness or integrity of the Program, JefeBet reserves the right to suspend or modify the Program.
- **Release:** By participating in the Program, you agree to release, discharge, and hold harmless the Released Parties from all claims or damages arising out of your participation and any Program-related activities or rewards. This release includes any claims related to emotional distress or injury from participating in any special events or using any prizes awarded through the Program.

## 9. Privacy

- **Data Collection:** Participation in the Program requires that JefeBet collect and use certain personal information. This may include your name, address, email, phone number, account activity, and interactions with the Program (such as Points earned, tiers achieved, etc.). All personal data will be handled in accordance with JefeBet's **Privacy**

**Policy** (which is incorporated herein by reference). Please review our Privacy Policy to understand how we collect, use, and protect your data.

- **Marketing Communications:** By joining the Program, you consent to receive transactional communications about the Program (such as balance updates, tier status, and changes to Terms). You may also receive promotional emails, calls or messages about Program offers and bonuses. You can opt out of marketing communications at any time by using the unsubscribe link in emails or adjusting your account preferences, but you will continue to receive essential Program-related notifications. Opting out of marketing will not affect your membership status.
- **Data Sharing:** JefeBet will not sell your personal information to unaffiliated third parties. However, we may share data with service providers as needed to administer the Program (for example, a mailing house to send a physical reward, or an analytics provider to track Points). We may also share information with partner companies if a Program benefit involves a third-party (for instance, if you earn a reward provided by a partner, we might confirm your eligibility with that partner). All such sharing will be done in compliance with our Privacy Policy and applicable laws.
- **Publicity:** From time to time, JefeBet may wish to announce or promote notable Member achievements (for example, if you reach the highest tier or win a special reward). We will seek your consent before using your name or likeness for any such publicity purposes, except as otherwise permitted by law or our Privacy Policy. By accepting a reward, you may (at JefeBet's request) agree to reasonable publicity such as participating in a testimonial or review, but this is not a condition of receiving any benefit unless explicitly stated in a promotion.

## 10. General Terms

- **Acceptance of Terms:** By participating in any aspect of the Program, you affirm that you have read and understood these Terms and Conditions and agree to be bound by them. This Program is offered at the sole discretion of JefeBet, and JefeBet's decisions regarding Program interpretation and the application of these Terms shall be final and binding in all respects.
- **Independent Arbitration & Dispute Resolution:** *Any disputes or claims arising out of or relating to the Loyalty Program or these Terms shall be resolved in accordance with the dispute resolution and arbitration provisions of the JefeBet general Terms of Service.* By agreeing to these Terms, you agree to waive your right to a trial in court and to participate in any form of class or representative action to the extent provided in the JefeBet Terms of Service's arbitration clause (e.g., claims will be arbitrated on an individual basis). For clarity, any **claim or controversy** concerning the Program that cannot be resolved informally will be handled under the same procedures and forum as

disputes about the JefeBet platform, as outlined in our main Terms. The governing law specified in the JefeBet Terms of Service shall apply to these Program Terms and to any disputes involving the Program, without regard to conflict of law principles.

- **Severability:** If any provision of these Terms is found to be unlawful, void, or unenforceable, that provision will be deemed severed from these Terms and will not affect the validity and enforceability of the remaining provisions. JefeBet's failure to enforce any right or provision of these Terms does not constitute a waiver of that right or provision. JefeBet may waive compliance with these Terms only in a writing signed by an authorized officer of the company.
- **Entire Agreement:** These Loyalty Program Terms, together with the incorporated JefeBet Terms of Service and Privacy Policy, constitute the entire agreement between you and JefeBet regarding your participation in the Program and supersede any prior or contemporaneous understandings, whether oral or written, relating to the Program.
- **Contact Information:** If you have any questions or concerns regarding the Loyalty Program or these Terms, you can contact JefeBet's customer support at [help@jefebet.com](mailto:help@jefebet.com). We encourage members to reach out with any Program-related issues or feedback.

By clicking "Accept" or by participating in the Program (for example, by earning Points or claiming a reward), you acknowledge that you have read, understood, and agree to these Terms and Conditions. Enjoy your experience with the JefeBet Loyalty Program, and thank you for being a valued member!