Player limits, self-exclusion and help resources

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11. Permissible external addresses from the materials

The addresses are given as elements of the saved sources. They refer to the designated providers, regulators, channels and services.

Responsible gaming, self-exclusion or complaints

- http://www.gamblersanonymous.org/
- http://www.gamblersanonymous.org/ga/content/20-questions
- http://www.gamblock.com/
- https://casino.guru/complaints/all
- https://casino.guru/complaints/in_progress
- https://casino.guru/complaints/rejected
- https://casino.guru/complaints/resolved
- https://casino.guru/complaints/unresolved
- https://casino.guru/global-self-exclusion-initiative
- https://casino.guru/guide/complaint-resolution-instructions
- https://casino.guru/guide/how-we-resolve-casino-complaints
- https://casino.guru/guide/submitting-complaints-to-regulators
- https://casino.guru/licensing-authorities
- https://gamban.com/
- https://gamblersanonymous.org/20-questions/
- https://gamblersanonymous.org/ga/
- https://www.begambleaware.org
- https://www.begambleaware.org/
- https://www.betblocker.org/
- https://www.gambleaware.org
- https://www.gambleaware.org/
- https://www.gamblersanonymous.org.uk/
- https://www.gamblingtherapy.org
- https://www.gamblingtherapy.org/

- https://www.gamcare.org.uk/
- https://www.gamstop.co.uk/
- https://www.gamtalk.org/treatment-support/
- https://www.ncpgambling.org/help-treatment/chat/
- https://www.netnanny.com/

29. Account, KYC and legal jurisdictions

ID	Attribute	Value and scope
29-14	Document request	OP-01: registration without documents, first deposit without documents, first withdrawal with identity and address documents.
29-15	Account restriction	With a pending KYC, the external request remained pending; bets and withdrawal were not declared definitively lost.
29-16	Self-exclusion	Route profile → responsible gaming → 6 months → confirmation → betting blocked after 4 min; an open withdrawal request is handled separately.
29-17	Time limit	45 minutes from the start of the active session; a minimized window did not reset the timer.
29-18	Deposit limit	10 000 BDT per calendar day Asia/Dhaka for personal limit; the cash maximum of method 25 000 BDT is a different limit.
29-19	Changing the limit	Reducing the limit 10 000→8 000 BDT took effect immediately; increasing to 12 000 BDT waited 24 h without canceling the previous limit.
29-40	Closing and reopening the account	Normal account closure and self-exclusion are distinct; with active 6 months of exclusion, a request for immediate opening was rejected.

Related documents

- Tower Rush stake models, loss streaks and risk
- Operator support, disputed credits and complaints