




 Different indicators are used such as chasing losses/winnings, communication indicators and financial indicators

 RG analyst will look into each individual case to provide a customer centric approach

 We work together with marketing departments to exchange knowledge on how to help customers and promote customer engagement

 By helping customers make the decision, there is a higher chance they will stick to it

 Training is provided in different levels ranging from online training to expert training with ex-gambling addicts and psychotherapists

 Out of the detected customers:  
 • 40% set up an RG tool  
 • 80% deposit less money