

# Responsible Gaming + Player Protection

## Responsible Gaming at Underdog

Responsible gaming has always been built into the foundation of our products and we pride ourselves on leading by example and will always do everything in our power to foster a safe, healthy, and sustainable playing environment.

### We always want to be clear with our players about what responsible gaming looks like.

- **Must be 21+ and present in North Carolina to play.**
- **Establish a budget for your play – and stick to it.** Only play with money you can afford to lose.
- **Never chase your losses. Ever.** Chasing is attempting to quickly win your losses back and can be an early sign of problem gaming.
- **Become familiar with – and use – our Responsible Gaming tools.** Set a deposit, time, and wager limit. Setting limits protects your play and helps prevent spending beyond your budget or chasing losses. Underdog also allows users to self-exclude directly from our product.
- **Never borrow money to play.** Asking friends or family to provide money to continue playing not only can impact your personal relationships, but it can also be a sign of problem gaming.
- **Gaming should be entertaining. Always.** Responsible gaming is about playing for fun and entertainment.
- **If gaming is no longer fun, don't hesitate to ask for help.** In North Carolina you can call 877-718-5543 or visit [morethanagame.nc.gov](https://morethanagame.nc.gov). In addition, [the National Council on Problem Gambling has a list of resources available in North Carolina](#) to help you understand your options. Never hesitate to reach out for assistance and information if you or a loved one are in a problematic situation.
- **Know you can take an extended break.** The North Carolina State Lottery Commission offers a Voluntary Self-Exclusion Program where you can be excluded from playing with all licensed operators in the state for one year or more: [ncgaming.gov/responsible-gaming](https://ncgaming.gov/responsible-gaming).

Gambling may have an impact on various aspects of your life, including your money and finances; work, relationships, and social life, and your mental and emotional health. If you are concerned that you, or someone you know, may have a problem gambling, you can call 1-800-GAMBLER, or visit the National Council on Problem Gambling's website at <https://www.ncpgambling.org/>.

For more information about problem gambling, additional resources, and a list of the available player protection measures and information on how you can invoke those measures, please visit <https://underdogsports.com/>.

## Player Protection

# Underdog Player Protection

No underage persons are permitted to participate in sports wagering. In accordance with the North Carolina State Lottery Commission's regulations, you must be at least twenty-one (21) years of age to create an account or make any wager on Underdog's sports wagering platform (the "Platform"). Any person who is found to be under the age of 21 or has allowed someone under the age of 21 to wager on the Platform has committed a criminal offense, shall be prohibited from future use or access to the Platform, and such actions may result in the notification to relevant authorities. To ensure this exclusion, Underdog will request proof of age verification during the registration process. If there is any issue with the initial verification process, you will be required to provide a government-issued ID and additional documents for further verification.

If you know someone under the age of 21 who is registered with us, please contact us immediately at [support@underdogsports.com](mailto:support@underdogsports.com).

## Protection of Minors

Underdog takes underage gambling very seriously. As part of the account registration process, Underdog utilizes age and identity verification to ensure no person under the age of 21 can register for an account.

If you suspect that a person under the age of 21 has access to your account, please contact customer support immediately at [support@underdogsports.com](mailto:support@underdogsports.com).

## Preventing Others From Using Your Underdog Account

All customers are prohibited from allowing other persons to access and/or utilize their Underdog account. Any access from other persons permitted by the customer is subject to criminal prosecution. It is your responsibility to protect and maintain the confidentiality of your account login and password and the safety of your personal computer and mobile device. If you have reason to believe that someone is using your account without your permission, you should contact us immediately.

## Limitation of One Account

You may not hold more than one (1) account in connection with your use. Underdog reserves the right to close your account(s) if you open multiple accounts. Should Underdog have reasonable grounds to believe that multiple accounts have been opened with the intention to defraud us, we reserve the right to cancel any transaction related to said fraud attempt, or to withhold any winnings related to same. If you have lost your account name or password, please contact customer support at [support@underdogsports.com](mailto:support@underdogsports.com).

## Your Password

If you forget your password and you wish to reset it, you must go through the forgot password process. You will receive an email which contains a link to reset your password.

## Strong Authentication

You may enable "strong authentication" for added account security. You can enable "strong authentication" by going to this section in your Account and selecting it. Strong authentication will be enabled until you disable it.

## Federal & State Restrictions

There are several Federal prohibitions and restrictions regarding sports wagering and Internet gaming which include, but are not limited

to, 18 U.S.C. §§ 1084 et seq. (the “Wire Act”) and 31 U.S.C. §§ 5361 through 5367 (the “Unlawful Internet Gambling Enforcement Act”). It is a Federal offense for persons physically located outside of North Carolina to engage in sports wagering through a North Carolina Internet gaming website.

By registering to use the Platform and the services provided therein, you consent to the monitoring and recording by us (or our service providers) of any wagering communications and geographic location information for the purpose of determining compliance with Federal and North Carolina State laws and the North Carolina rules and regulations.

If you attempt to use third-party software in an attempt to circumvent the geo-location, your account will be suspended, and you may be reported to the North Carolina State Lottery Commission for further investigation.

If Underdog and/or our third-party providers are unable to accurately track your location for any reason, you may be prevented from accessing or using our services. Underdog is not liable for your inability to access or use the services. Underdog will handle all information collected through the location services in accordance with our Privacy Policy. If you have any questions or concerns regarding the location services, you may contact us at [support@underdogsports.com](mailto:support@underdogsports.com).

## Keeping Track of Your Transactions

If you believe there has been unauthorized use of your account or you want to otherwise monitor your account history, you can access a full history of your transactions, withdrawals, and deposits in your account in the “Transaction History” section of your “Account” tab.

## Terms of Use

To request the specific Terms of Use agreed to when you established your Underdog account, please contact us at [support@underdogsports.com](mailto:support@underdogsports.com). You may also review Underdog’s current Terms of Use on Underdog’s website or mobile application.

## Complaints

If you have any questions, concerns, or need to file a complaint, please contact us at [support@underdogsports.com](mailto:support@underdogsports.com). Underdog is here to help, but if you do not feel as if you are getting the help you need, and have exhausted all reasonable options to resolve the complaint with Underdog pursuant to our Terms of Use, you may contact the North Carolina State Lottery Commission at <https://ncgaming.gov/responsible-gaming> or refer to Underdog’s Terms of Use for information on resolving disputes.