

Self-Exclusion Policy

Last update: 19th of May 2023

Approved by the Director

Date: 19th of May 2023

1. Self-Exclusion or Account Closure

- 1.1. Precise IG Solutions B.V., registration number 162989, registered at Schottegatweg Oost Unit 1-9 Bon Bini Business Center, Curacao (the **“Company”** or **“we”**), allows its customers (the **“Customers”** or **“you”**) to self-exclude themselves from their accounts on the Company’s website <https://coinpoker.com/> (or associated Company’s websites) or app for time periods of 6 (six) months to 5 (five) years.
- 1.2. Request for self-exclusion can be submitted to the company via e-mail support@coinpoker.com or/and in your account, using the features for self-exclusion.
- 1.3. The moment such modification is enforced on the account for a requested by the Customer period, there will no possibility for that account to be reactivated under any circumstance unless the agreed-upon period has expired.
- 1.4. We will provide you with a 24-hour cooling off period, during which you may elect to keep the exclusion in place.
- 1.5. An account is considered as simply closed if a Customer did not specify the reason or the period, which he/she wants for his/her account to be closed. In such cases, that account can be reopened at any point in time, upon a request from the Customer in question. Please note the following:
 - 1.5.1. Such requests will only be considered if they are sent from the e-mail of the Customer in question used to register to the Company’s website (or associated companies websites).
 - 1.5.2. A self-exclusion and account closure requests are considered to be fulfilled only after the receipt of a confirmation e-mail from our Customer Support Department.
 - 1.5.3. Company is not to be held liable for any future accounts the self-excluded Customer opens on the Company’s website. In those cases, where the self-excluded Customer manages to bypass the Company’s systems, no refunds will be processed.
- 1.6. Should you require more information on this, please feel free to contact our operators by live chat or via e-mail support@coinpoker.com, we would be happy to provide you with the answers you seek.