

Responsible Gambling for UK customers in relation to Binary Options

Over 18s Only

It is illegal for someone who is under 18 years of age to gamble. We will ask for proof of age from all customers to carry out checks to verify the information provided prior to the activation of an account. Customer account applications will be suspended until satisfactory proof of age is provided.

We have sophisticated software and procedures in place to prevent from customers under 18 years of age to gamble. If we have any doubt about the legality of any customer attempting to register, we will conduct further age verification checks and may require additional documentary evidence to confirm the age of the applicant.

In order to avoid unlawful gambling we may undertake a search with a third party for the purpose of verifying that you are 18 or over. To prevent potential misuse, you must keep your username and password confidential.

Problem Gambling

As a UK customer of Hirose Financial we want you to enjoy your gambling experience with us. We are committed to ensuring you receive a fair, secure and socially responsible service, and it is our responsibility to make sure you're aware of the risks associated with gambling Binary Options.

Hirose customer support may contact you if we notice any signs or symptoms of a gambling addiction (for examples, money spent more than your income), or you can contact our customer support (Contact Details are as below) if you need any help with problem gambling issues. All of our staff participates in an initial training session when they are hired and periodically receive on-going training. All our staff is well trained on their respective responsibilities.

Hirose UK Customer Support:

Email: info@hiroseuk.com

Free Phone: 0800 860 0923

The following are the examples of questions that will be covered by our customer support, and any gambling behaviour will be logged and reported to our Compliance Officer who may initiate further interaction with you (These questions can be considered by the individual themselves or by their friend or family as well). The more you or your friend/family member answers 'yes' to these questions below, the more likely it is that you or they may have a gambling problem.

- Do you stay away from work or college to gamble?
- Do you gamble to escape from problems in your life (boredom, unhappy home life etc.)?
- If you run out of money when you're gambling do you feel lost and in despair, and want to find money to gamble again as soon as possible?
- After losing, do you feel you must try and win back your losses as soon as possible?
- Have you lied, stolen or borrowed just to get money to gamble or pay gambling debts?
- Have you ever lied to cover up the amount of money or time you have spent gambling?
- Do you gamble until your last penny is gone, even if it is for your bus fare home or for food?
- Are you getting into debt because of your gambling?
- Have others ever criticised your gambling?
- Are you reluctant to spend 'gambling money' on anything else?
- Have you lost interest in your family, friends or other pastimes
- Do you put gambling before your family and other loved ones?
- Do arguments, frustrations or disappointments make you want to gamble more?

- Do you feel depressed or suicidal because of your gambling?

If our Compliance Officer believes that it is best for you to stay away from gambling, we may refuse our services to you or offer restrictions on your account as detailed below.

We also would advise you to follow these guidelines:

1. Try to establish limits for transacting (including losses) before you commence gambling.
2. Manage your daily deposit limits via our Customer Service department.
3. Try not to let gambling interfere with your daily responsibilities.
4. Try to consider how long you wish any gambling session to last before commencing and be sure to keep an eye on the clock.
5. Gambling is not advised if you are in recovery for any dependency or are under the influence of alcohol or any other substance.
6. Gambling should not be used to create an alternative source of income or as a way to recoup debt.
7. Keep track of the amount of time you are playing
8. If you're a parent keep your password safe, and if you wish, use software to block access to gambling sites from minors (see Parental Controls below)
9. If you would like to take a break from gambling we have a self-exclusion policy. Please see below or contact our customer service team on 0800 860 0923

GamCare

GamCare is a registered charity that provides confidential telephone support and counseling to anybody who may be affected by problem gambling. You can contact GamCare on 0808 8020 133 (free from UK landlines) or you can visit www.gamcare.org.uk.

If you are concerned that gambling may have taken over your or someone else's life then ask yourself the following questions:

- Have others ever criticised your gambling?
- Have you ever lied to cover up the amount of money or time you have gambled?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you gamble alone for long periods?
- Do you stay away from work or university to gamble?
- Do you gamble to escape from a boring or unhappy life?
- Are you reluctant to spend 'gambling money' on anything else?
- Have you lost interest in your family, friends or pastimes due to gambling?
- After losing, do you feel you must try and win back your losses as soon as possible?
- When gambling and you run out of money, do you feel lost and in despair, and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone?
- Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
- Do you feel depressed or suicidal because of your gambling?

The more questions you answer yes to, the more likely you are to have a serious gambling problem. If you wish to speak to somebody about this, you can contact the GamCare confidential helpline on 0808 8020 133 or visit www.gamcare.org.uk for further advice.

Responsible gambling sites

For information on how to gamble responsibly and for information on dealing with problem gambling then contact one of the organisations whose details are provided below:

Gamblers Anonymous: www.gamblersanonymous.org.uk

GamCare: www.gamcare.org.uk

Gambling Therapy: www.gamblingtherapy.org

Parental Controls

There are a number of third party applications available that parents or guardians can use to monitor or restrict the use of their computer's access to the Internet.

These include:

Net Nanny filtering software protects children from inappropriate web content: www.netnanny.com

CYBERSitter filtering software allowing parents to add their own sites to block: www.cybersitter.com

How can I restrict my account?

If you feel you are beginning to experience difficulty in controlling your level of gambling, we have a number of support mechanisms available:

Permanent Account Closure

Whilst many customers are able to enjoy their gambling, we recognise that for a very small number of people gambling ceases to be fun. For those customers who wish to restrict their gambling, we provide an Account Closure service to close their account(s). Accounts may be re-opened following closure through our Customer Service team.

For example:

If you find yourself spending too much money in trading Binary Options, we can block your access to your Binary Account. You can easily access a full history of bets on the Binary platform and payment transactions via the 'My Hirose' section on the website. If you are interested in restricting your access to specific sections of our site then please contact our Customer Service team to assist you.

Self-Exclusion (Short Time Out)

Whilst many customers are able to enjoy their gambling, we recognise that for a very small number of customers gambling ceases to be fun. For those customers who wish to restrict their gambling, we provide a self-exclusion facility enabling customers to close their account or accounts for a minimum period of 6 months up to 60 months as requested.

During the agreed period of time and for their own protection, the customer will be unable to log in to the Binary account for any gambling activities nor will the customer be allowed to revoke the agreement. We will remove the customer's name from our mailing and marketing lists and will not open a new account from an excluded customer.

Self-Exclusion Process

In order to self-exclude yourself, you will need to inform us in writing by emailing us at info@hiroseuk.com. You may also request to self-exclude by using the automated process available ([Please click here](#)). You will be notified by email when your self-exclusion has been implemented.

When you email us please include your Login ID, your full name and email address registered with us as well as the period of time you would like to self-exclude for. Please note, by sending an email you agree to the following terms and conditions:

"I understand that this exclusion applies to the above account only and not to any of Hirose Financial units or the remote services of any other operator. I accept that I need to contact other operators should I wish to be excluded from any accounts that I may hold with them.

At the end of the agreed period I understand that I can contact customer services to review this request and either renew it for a further months or decide that further self-exclusion is unnecessary. If I decide not to renew the agreement I understand that I will be required to agree to a 24-hour 'cooling off' period before I can resume gambling.

I understand that Hirose Financial will take all reasonable measures and use checking procedures available to them to support this exclusion but the responsibility remains with me to comply with this agreement. I release Hirose Financial, its manager(s) and employees from any liability or claim in the event that I fail to comply with this voluntary exclusion or continue to gamble, or open new accounts, with Hirose Financial or other operators."

Please bear the following in mind:

- A self-exclusion agreement cannot be revoked.
- A self-exclusion agreement will be implemented with effect from the date detailed on the implementation communication you receive from our customer services team.
- Do you have other Hirose Financial accounts you wish to be excluded from?
- This agreement only applies to Hirose Financial, if you have accounts with other operators you may consider excluding yourself from those operators.
- If you wish to resume gambling after the exclusion period expires, you must contact the customer services department to facilitate this course of action.
- Once an agreement to recommence gambling after a period of exclusion has been reached, you will be required to wait 24 hours before you will be allowed to resume gambling.

If you require information relating to this facility please contact Customer Services via the help section of our website.

Download the "[Self-Exclusion Request Form](#)."

Time Out

If you feel the need to take a short break from gambling we offer the ability to 'time out', this enables you to block your account for a 24hr, 7 day, 30 day, or any other period up to 6 weeks. During this time you will be unable to bet on any Hirose products. Please note you will not be able to reverse this 'time out' during the period entered.

A 'Time Out' period can be requested by contacting our Customer Support by email, phone, or live chat. To resume use of our services at the end of your Time Out period, please contact our Customer Support to begin this process.