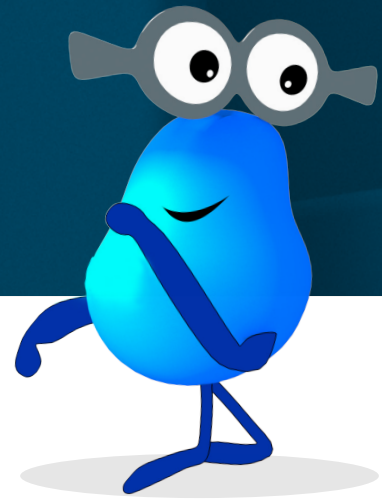


Responsible Gameplay

Mobile games

As at 14 July 2023



What to do if you need help?

GAMING DISORDER

The World Health Organisation defines a gaming disorder as a pattern of gaming behavior (“digital-gaming” or “video-gaming”) characterized by impaired control over gaming, increasing priority given to gaming over other activities to the extent that gaming takes precedence over other interests and daily activities, and continuation or escalation of gaming despite the occurrence of negative consequences.¹

SELF-EXCLUSION

Regardless of your reason, you can contact our Customer Service team at any time to request that your account be banned. You may be struggling to exercise control over your gameplay, or your gameplay may be having a negative effect on your life, or you simply no longer wish to have a Big Fish Games or Product Madness account. Our friendly Customer Service team will promptly action your request, no questions asked. Once implemented, access to your game account will be blocked.

To disable your account please reach out to our [Customer Support team for Big Fish Games](#) or our [Customer Support team for Product Madness](#).

THIRD-PARTY BLOCKING SOFTWARE

Third-party blocking software allows you to block access to certain apps, websites or other internet services and/or to set access permissions. Some blocking software is free, while other blocking software includes a charge. If you search online, you will find there are a number of options to choose from. For smartphones and tablets, you can also search on the Apple App store or Google Play to find available products. Please note that we are not able to recommend or endorse the use of a particular third-party block software.

¹ Taken from the World Health Organisation's [website](#) on 'Addictive behaviours: Gaming disorder'.

HELP FOR GAMING DISORDERS

Want to talk to someone about your gameplay or need some help? Here's some suggested resources. Or contact your local health care provider.

- **Smart Mobile Gamers** - An online resource that provides guidance, tips and expert advice for everyone to have a positive mobile games experience. <https://smartmobilegamers.org/>
- **Safe in Our World** - A games-industry mental health charity providing information and resources for gamers around the globe: <https://safeinourworld.org/find-help>
- **Take this** - A mental health organization providing resources and support tailored for the unique needs of game enthusiasts, streamers and creators. www.takethis.org/mental-health-resources
- **CheckPoint** - A charity that provides mental health information and resources for gamers around the globe. <https://checkpointorg.com>
- **Game Quitters** - The largest support community online for those who struggle with a video game addiction. <https://gamequitters.com/>
- **International Software Federation of Europe** - A resource on responsible gaming for players in the European Union. www.isfe.eu/responsible-gameplay/