



# **TERMS AND CONDITIONS OF SPORTS BETTING**

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## 1. Preliminary remark

1.1. These General Terms and Conditions regulate the contractual relationship between the betting operator Tipwin Limited (hereinafter: "Tipwin") and the participant (hereinafter: "customer" or "player"). These betting terms are applicable for each submitted bet in the current version.

1.2. The company under the name Tipwin Limited is founded in Malta and registered in the "Malta Business Registry" under registration number C52508. Tipwin's registered office is at the following address:

3rd Floor, 126,  
Pjazza Antoine De Paule  
Paola PLA 1264  
Malta

1.3. By decision of October 9th, 2020, Tipwin was granted permission to organize sports bets on the Internet and in stationary agencies within the meaning of Sections 4a - 4e in conjunction with 10a GlüStV. Furthermore, Tipwin was granted a betting organizer license by the Darmstadt Regional Council for the period after January 1st, 2023 with a decision dated December 22nd, 2022, which in turn was extended by the responsible state gaming authority with decisions dated January 10, 2023 and January 9, 2024. The supervisory authority is the Joint State Gambling Authority.

1.4. Tipwin offers sports betting (hereinafter also referred to as "services") both on the internet on the website [www.tipwin.de](http://www.tipwin.de) (hereinafter referred to as "internet") and via the Tipwin agent network in betting agencies (hereinafter referred to as "stationary").

1.5. The current General Terms and Conditions can be accessed at the domain [www.tipwin.de](http://www.tipwin.de) (also in PDF format). The current version of the General Terms and Conditions is displayed in clearly visible places in the betting agencies and can be accessed on the betting terminals.

1.6. By placing a bet (either after opening a customer account on the Internet or stationary in a betting agency), the customer submits an application to place a bet at Tipwin. The betting contract is concluded when Tipwin has accepted this application. The provisions, conditions and modalities of this betting contract are defined by these General Terms and Conditions. These General Terms and Conditions are the subject of every betting contract concluded between Tipwin and the customer.

1.7. When concluding a betting contract and also by opening an account, by using an account or applying for a customer card, the customer confirms that he has read and understood these Terms and Conditions and the Privacy Policy, each in its current version, and unconditionally accepts them and agrees to comply with them. The customer is not permitted to place a bet on the Internet or in a stationary agency if he does not agree to these Terms and Conditions in whole or partially.

1.8. The customer is always responsible for viewing, reading and acknowledging the applicable terms and conditions before concluding any betting contract (both online and stationary). Tipwin reserves the right to make changes to these terms and conditions at any time without the customer's consent. The changes will take effect for online gaming upon publication on the website. Tipwin will inform the customer of the changes made. If the customer objects to the changes to the terms and conditions in any way, the

customer may not (continue to) use Tipwin's services. However, by not objecting to these changes and continuing to use Tipwin's services, the customer acknowledges the changes to the terms and conditions.

1.9. Any information in print media that deviates from these terms and conditions and is based on terms and conditions that are no longer valid is invalid.

1.10. Both the betting contract and these terms and conditions are subject to Maltese law. All bets made, both online and in stationary agencies, are carried out exclusively in Malta. Malta is agreed as the place of jurisdiction. This applies subject to any consumer protection regulations in the country in which the customer has his habitual residence.

1.11. Tipwin's online offer is provided to customers who are located in Germany. It is the customer's responsibility to ensure that using Tipwin's services is permitted in their country of residence. Using Tipwin's services (online and offline) will not be possible outside of Germany. The same applies to access to the customer account.

1.12. The customer may not assign claims against Tipwin to third parties. Transferring the betting slip to third parties is not permitted.

1.13. If a provision of these terms and conditions is declared invalid, the remaining provisions remain in effect.

1.14. If Tipwin does not enforce a provision of these terms and conditions, this does not constitute a waiver of that provision.

1.15. In the event of discrepancies between the German version of the terms and conditions and the version in another language, the German version shall be the definitive version for interpretation.

1.16. For reasons of better readability, the simultaneous use of the language forms male, female and diverse (m/f/d) is avoided. All personal designations apply equally to all genders.

## 2. Contractual provisions

### 2.1. Establishing a betting contract

The betting contract is concluded exclusively between Tipwin and the customer (in stationary agencies, no contract is concluded with the betting agent used, who operates the betting agency on his own account). The betting agent in stationary agencies is not authorized to represent Tipwin or to make or accept declarations of intent on behalf of Tipwin. He may also not intervene in or change Tipwin's betting offer. The consequences of bonuses or discount campaigns offered specifically by the betting agent, which have not been approved by Tipwin or after the corresponding approval, are described under 8.2.

## 2.2. Authorization to use Tipwin's services

The customer only has the right to use Tipwin's services under the following conditions:

### 2.2.1 Terms of use

Under German law, the customer must be at least 18 years old to be allowed to use Tipwin's services. Minors may not use its services, even in the presence of their legal guardian or another adult. If this provision is violated, Tipwin reserves the right to withhold any winnings, block the customer account and take legal action against those adults who allowed the minor to use Tipwin's services. For the purpose of age verification, Tipwin is entitled to request proof of age from the customer and to refuse a customer from using its services if there are doubts as to whether he is of legal age. The betting agent cooperating with Tipwin may exercise this right on behalf of Tipwin.

The customer must place bets exclusively on his own account and in his name.

### 2.2.2. Reasons for exclusion

Persons with the following positions or characteristics are excluded from using Tipwin's offers and services:

2.2.2.1 Managers, managing directors, employees, consultants, representatives of the betting operator or members or participants of its direct or indirect subsidiaries, providers, bookmakers, sales partners, sports betting agents and their employees and relatives or persons who are otherwise involved in the creation, organization or execution of a sporting event for which Tipwin accepts bets. These persons may not register and maintain a customer account unless this is necessary for the performance of their contractually agreed or legally prescribed tasks. In addition, participants who are directly or indirectly associated with any activities of the organizing associations of the sporting events are prohibited from using the betting offer for betting purposes that have any direct or indirect worldwide connection to football or other sports.

2.2.2.2 Tipwin also excludes any contractual relationship with politically exposed persons (PeP), their family members, with persons who are listed on the sanctions list of the United Nations, the EU or the FATF and their family members. If the (delayed) check of the customer for the PeP or sanctions status shows that the account holder is such a person, Tipwin reserves the right to reverse any bet placed or transaction made by this customer and to close the customer account that has since been opened. To check the "PeP" status of a customer, Tipwin may access corresponding and approved lists. This is done solely to ensure whether the customer is a PeP or not.

2.2.2.3 Persons who are listed in the player-blocking file (OASIS) due to a valid blocking, as well as persons who have been banned from using Tipwin's services or who have permanently blocked themselves at Tipwin.

2.2.2.4 All parties who could directly or indirectly influence the outcome of a betting event (e.g. athletes participating in the relevant competition, owners or managers of a club participating in the relevant competition), or third parties commissioned by these persons, are excluded from betting on the relevant betting event. Placing bets on behalf of or for the account of third parties, as well as placing bets as a

betting or gaming group, are strictly prohibited. The reason for submitting a bet in favor of and on behalf of third parties and the formation of betting and gaming groups as well as the actual authorization by third parties are irrelevant. In case of a violation of this provision, Tipwin reserves the right to cancel the relevant bets and betting slips at any time, to retain any winnings and to block the corresponding account.

### 2.3. Refusal of service

Tipwin reserves the right to refuse to provide its own online (e.g. application to open a customer account) and stationary (e.g. issuing a customer card) services at any time and without giving reasons at its own discretion. Tipwin is also entitled to block accounts or close them temporarily or permanently, refuse to accept bets, stop bets on certain events or limit the stake. Tipwin also reserves the right to adjust the odds to the respective betting situation. The reasons for a block will be communicated to the customer immediately, unless there are legal or official reasons that prevent such a notification.

### 2.4. Disclosure of personal data to third parties

Customer personal data may be disclosed to the International Olympic Commission (hereinafter "the IOC") and any other sports organization with which Tipwin cooperates if Tipwin believes that there are legitimate reasons to suspect that there may be a violation of the sports rules, or that the customer may have been involved in a violation of these rules, or that the customer may have committed such a violation, or that the customer has become aware of a violation of these rules, or that the customer otherwise poses a threat to the integrity of the relevant sport. The IOC and the other sports associations mentioned above may in this case use the customer's personal data for investigations and measures and may act in relation to such violations in accordance with their procedures. By confirming these Terms and Conditions, the customer consents to this further processing of personal data. The customer has the right to request access, deletion or correction of incorrect or incomplete data by contacting the IOC via its special portal at <https://olympics.com/en/privacy-policy>.

## 3. Customer account types, account registration, management and closure

### 3.1 Types of customer accounts

Tipwin offers an online customer account and a customer card account in stationary agencies.

#### 3.1.1 The online account

3.1.1.1 In order to be able to use Tipwin's services, the customer must register a customer account on the Tipwin website ([www.tipwin.de](http://www.tipwin.de)). The customer's identity is verified based on the requirements of the State Treaty on Gambling, the Money Laundering Act and the permission of the supervisory authority. Cash deposits and withdrawals are not possible with this customer account. Deposits and withdrawals to and from the customer account are only possible via approved electronic payment methods (e.g. bank transfer, credit cards, etc.) via accounts and means of payment that are under the name of the customer who is the owner of the respective Tipwin-account.

3.1.1.2 Tipwin is entitled to add additional payment options or to restrict or discontinue existing ones at any time and without prior notice.

3.1.1.3 Tipwin reserves the right to set minimum and/or maximum amounts for deposits and fees for use, depending on the payment method selected, which are always presented transparently on the homepage. Details are available in the "Payment Methods" section on the Tipwin website. The customer is expressly informed of any possible restrictions and fees regarding the payment process.

3.1.1.4 For bank deposits of less than 25.00 euros, Tipwin reserves the right to deduct any bank charges from the deposit amount and to charge processing fees.

3.1.1.5 Costs incurred in the event of incorrect or unsuccessful deposits must be borne by the customer and will be deducted from his account.

3.1.1.6 The customer hereby agrees that Tipwin, in order to fulfill its legal obligation, will transmit information about deposits into the customer account on the Internet and the set deposit limits to the cross-border gaming evaluation system "LUGAS", to which Tipwin is also connected.

### 3.1.2 The customer card in stationary agencies (customer card account)

3.1.2.1 The customer can apply for and receive a customer card at any betting agency in the Tipwin agent network by completely filling out the customer card application form in the betting agency, signing it and handing it over to the staff in the betting agency at the cash register.

3.1.2.2 In the federal states in which a customer card account is required by law, sports bets may only be submitted using such an account. Additionally, bets can be submitted without a customer card account and thus using a betting slip as proof of the bet.

3.1.2.3 The respective betting agent who issued the customer card is solely responsible for and liable for the balance on the customer card, as he holds this amount in trust. Deposits and withdrawals can only be made at betting agencies that are assigned to the same betting agent. Tipwin is not liable for the balance on the customer card.

3.1.2.4. The customer card is registered in the customer's name, is strictly personal, only entitles the respective customer card holder to use Tipwin's services and is non-transferable.

3.1.2.5. The customer card must be stored with particular care to prevent it from being lost or misused or used by third parties. The customer must identify himself when presenting the customer card.



3.1.2.6. Tipwin is not liable for the misuse of the customer card. Tipwin is also not liable for losses of any kind that arise from the use of the customer card by unauthorized third parties who have become aware of the access data of a customer card. Tipwin is not liable for damages to the customer that arise during or from the use of the customer card.

3.1.2.7. The customer is obliged to immediately report the loss of the customer card to the betting agency that issued the customer card so that it can be blocked. In this case, a new customer card can be issued upon presentation of the appropriate identification documents by the customer.

3.1.2.8 In the event of termination of the contractual relationship between Tipwin and the customer, the customer card will be blocked and put aside. The payment of the remaining balance on the customer card can only be requested from the betting agency that issued the customer card.

## 3.2. Account registration / General rules for both types of customer accounts

The account is opened after the customer has registered and completed the verification.

### 3.2.1 Registration

3.2.1.1 Registration takes place either online via the website ([www.tipwin.de](http://www.tipwin.de)) or at a betting agency in the Tipwin betting agency network.

3.2.1.2 The registration must be carried out personally by the customer.

3.2.1.3 When registering (opening a customer account) but also when submitting a bet (as long as this is legally permitted without a customer account), the customer declares that

- he is at least 18 years old
- he has full legal capacity
- when opening the account, he is acting in his own name and not in the interest or on the instructions of a third party
- he is not using any funds that come from criminal activity
- the funds used are free of third-party rights
- the funds wagered correspond to the customer's financial means
- he is not a politically exposed person (PeP) or a member of a family in which a politically exposed person exists
- neither he nor any member of his family is listed on the sanctions list of the United Nations, the EU or the FATF
- he is registering the account for his personal use
- he is not banned from betting at Tipwin or another gaming provider and that no block has been entered for him in the provider and federal OASIS player-blocking database

- he has never been diagnosed with gambling addiction or pathological behavior related to gambling, and that he is not or has not been treated for this
- he has become aware of Tipwin's current terms and conditions and accepts them
- he has no knowledge of the outcome of any event before placing the bet
- he does not belong to the group of people listed in the provision under No. 2.2.2
- Additionally, participants who are directly or indirectly associated with any activities of the organizing associations of the sporting events are prohibited from using sports betting offers for betting purposes that have any direct or indirect worldwide connection to football or other sports.
- he does not have another customer account at Tipwin or, in the case of a stationary account registration, with another betting agent.

3.2.1.4 When registering, the customer is obliged to provide all required information in the registration form, both on the Internet and in a betting agency of the Tipwin agent network, in a correct, complete, current and truthful manner. This includes information on the first and last name, date of birth, place of birth, nationality, residential address, valid email address, telephone number, occupation, and the required payment information (the latter only for online registrations). It is the customer's sole duty and responsibility to ensure that the information is true, complete and correct. False information regarding the customer's identity or a misrepresentation in relation to the above declarations listed under No. 3.2.1.3 will be reported to the relevant (law enforcement) authorities and will result in winnings claims not being paid out. If Tipwin is unable to determine the accuracy of the information, Tipwin will ask the customer to correct the information or to provide proof of the accuracy of the information. The customer must comply with this request in order to use Tipwin's services, as that is generally not permitted until the accuracy of the data has been confirmed (exception: provisional game).

3.2.1.5 The above information on identification and verification must always be kept up to date by the customer. The customer must inform Tipwin immediately of any changes. This is done at a betting agency with the staff deployed and online in the "My account / customer account settings" area. The data and information provided by the customer must always be kept up to date. Tipwin will ask the customer once a year to check the data stored, confirm its accuracy and, if there are any changes, to inform Tipwin of these. Tipwin will also inform the customer when the validity of the stored identification documents expires and set a deadline for providing updated data and documents.

3.2.1.6 When registering on the Internet, customers must define their username and a password for logging in.

The username must be unique and unmistakable. Tipwin does not accept usernames that contain offensive terms or Internet links. The password must consist of at least eight (8) and no more than forty (40) characters, must contain at least one lowercase letter (a-z), one uppercase letter (A-Z), one number (0-9) and one of the following special characters (!#\$%&'()\*+,-./:;<=>?@[]^\_`{|}~). Spaces and umlauts are not permitted. In addition, the password must not contain any personal data or be similar to it. The customer is advised to update the password at regular intervals.

### 3.2.2. Verification / customer identity checking

3.2.2.1 The betting provider checks the customer's identity at the betting agencies using staff employed and trained by the betting agent and online by using recognized and approved verification methods. In order to fulfill legal obligations, Tipwin reserves the right to determine and verify the customer's identity with the help of recognized companies that offer online identification / verification services. The customer agrees that the data he provides may be made available to these third parties for the stated purpose.

3.2.2.2 Tipwin reserves the right at any time, even during the course of the business relationship, to request proof and documents, including proof of age, place of residence and creditworthiness, at its absolute discretion in order to verify the information provided. The customer is obliged to provide these documents to Tipwin immediately.

3.2.2.3 Tipwin and the betting agents will regularly ask the customer to confirm the information stored on the online or stationary gaming account and check it again. This check generally takes place at least once a year or in individual cases on an occasional basis. If a further check of the customer's data shows that its accuracy cannot be confirmed, further usage of Tipwin's services is not possible until Tipwin confirms the accuracy of the data. In this case, however, Tipwin will continue to provide payouts.

### 3.2.3. Prohibitions

3.2.3.1 It is the customer's sole and exclusive responsibility to keep his login data safe. The customer is expressly prohibited from disclosing his login data to third parties. Tipwin accepts no liability if the account is actively or passively used or misused by third parties due to the disclosure of the login data to third parties, whether intentionally or accidentally. Tipwin accepts no liability whatsoever for the misuse of an account when its access data is shared. The customer is responsible for keeping his username and password secret; all account movements, deposits and withdrawals are recorded on the customer's account using both details.

3.2.3.2 Any cases of identity concealment or identity theft due to false information regarding the customer's identity or the use of false documents or certificates or other actions or omissions will be reported to the relevant law enforcement or investigative authorities and will lead to the exclusion of any claim to winnings. Refunds of any credit balances are also excluded.

3.2.3.3 If an account is opened and maintained in contravention of the conditions set out in sections 3.2.1, 3.2.2 and 3.3, Tipwin reserves the right to cancel the submitted bets, block the account and retain the credit balance until the matter has been clarified and resolved with the supervisory authority. The customer is hereby informed that Tipwin carries out intensive checks in this regard.

### 3.2.4. Provisional game

After the account has been opened, the account can be managed as a provisional online account until it has been fully verified. Tipwin logs the customer's IP address. The verification process must be completed within 72 hours of registration at the latest. During this period, the customer is entitled to make deposits of up to 100.00 euros into the provisional online account registered and thus use Tipwin's services. The customer will be informed of this by email before being allowed to use Tipwin's service and asked to provide the necessary proof of the accuracy and completeness of the information within the period

specified above (72 hours). If the verification is not completed within the specified period, Tipwin must block the provisional account. Until the verification has been successfully completed, the winnings or the funds cannot be withdrawn. The customer confirms the notice that it is not possible to carry out a withdrawal until the verification has been completed by accepting these general terms and conditions.

When using the provisional game, the customer is entitled to place bets on sporting events that take place after the 72-hour period within the relevant 72-hour period.

### 3.2.5 Disclosure obligation

Tipwin may disclose data and information provided by customers to authorities in order to fulfil legal obligations.

## 3.3. Account management

3.3.1. Unless otherwise stated, amounts such as credit, deposits, bets or winnings displayed in connection with Tipwin's services are amounts in euros and cents.

3.3.2. The customer may not have more than one customer account, either online or in a stationary agency. Opening another customer account for the customer is prohibited. Possession of a customer card is not considered an additional customer account, but a sub-account, a so-called "wallet" and is therefore not covered by this provision. If the customer attempts to open more than one account, Tipwin reserves the right to block all accounts that he attempts to open and to refuse to pay out credit. Tipwin reserves the right to generally exclude the customer in such cases. This also applies if the customer attempts to register another account through a third party. If the customer discovers that he has more than one account under different names, he is obliged to inform Tipwin immediately.

3.3.3. The customer may not sell his customer account to third parties. The customer may not transfer the balance in his customer account in whole or partially to another customer account.

3.3.4. The customer can only place bets as a registered user via Tipwin's channels if sufficient funds are available. Tipwin does not grant any form of credit for participation in any of the betting offers. If the bet was accepted due to technical problems and if the customer does not have sufficient funds in his member account, Tipwin is entitled to cancel the respective bets.

3.3.5. The customer is not entitled to interest charges.

3.3.6. The customer has the option of checking his account balance at any time after logging in.

3.3.7. In stationary betting agencies, Tipwin is obliged to verify the customer's identity when carrying out transactions of 2,000.00 euros or more in connection with winnings or stakes or when this sum consists of several related transactions; unless Tipwin is otherwise required by law to do so. In addition, Tipwin is entitled and obliged to carry out identity checks even for transactions that do not reach this threshold but are suspicious from a money laundering perspective.

3.3.8. By making a deposit at Tipwin, the customer declares that the deposited funds were legally acquired and are free of third-party rights. Depositing incriminated funds into a customer account or depositing for any purpose other than participating in sports betting is prohibited.

3.3.9. By using Tipwin's services, the customer declares that he is not committing or participating in fraud, is not part of a fraudulent organization or any other illegal activity that could be related to sports betting. Likewise, the customer does not use any software tools and methods or technical devices when placing bets in order to abuse the winning process for his own benefit or that of a third party.

3.3.10. Tipwin reserves the right to request additional proof of identity as soon as a customer conducts a deposit into his account.

3.3.11. The customer account is generally registered for an unlimited period of time.

3.3.12. The customer is obliged to report the following circumstances to Tipwin immediately:

- if the customer's stated identity data has changed
- if the customer suspects that his account has been or is being used by third parties
- if he is at risk of gambling addiction
- if he or a member of his family holds a high public office or has been given such an office and is therefore a politically exposed person
- if he or a member of his family is on the sanctions list of the United Nations, the EU or the FATF

3.3.13. Tipwin informs the customer about the total stakes, winnings and losses of the previous 30 days. This information is provided by Tipwin after each identification and authentication and before the start of a session if more than 24 hours have passed since the last information was transmitted. The customer must expressly declare that he has taken note of the information provided by Tipwin. If the customer does not confirm that he has taken note of it, using Tipwin's services is not possible until the customer expressly declares this.

## 3.4 Account closure

3.4.1 The customers can close their customer account temporarily or permanently at any time. The customer is given the opportunity to enter payment, bank and account details to withdraw the remaining balance. It is not possible to reactivate the account. Before playing again, the customer must therefore register again at Tipwin.

- On the Internet, this can be done by sending an email to the email address [support@tipwin.com](mailto:support@tipwin.com).
- Stationary, the customer can close his customer card account at the betting agency where he received his customer card by submitting a request to the betting agency's staff.

3.4.2 If the customer closes a customer account, Tipwin is obliged to pay out the entire balance of the account to the customer.

3.4.3 Tipwin reserves the right to close the customer account temporarily or permanently at any time and without prior notice or giving reasons, at its own discretion. In the event of a block, existing funds will be transferred to the customer's specified account within five days. The reasons for a block will be communicated to the customer immediately by email, unless there are legal or official reasons that prevent such a notification or payment.

3.4.4 In the event of an account being closed, bets that have already been submitted are valid, provided they do not violate these terms and conditions.

3.4.5 If the customer wishes to close the customer card account in a stationary agency, the available balance will be paid out in cash and the customer card will be confiscated.

3.4.6 If the provisions of these Terms and Conditions are violated by the customer, or if Tipwin has reason to believe that they have been violated by the customer, Tipwin reserves the right, at its own discretion, to cancel any bets that have been submitted (and any winnings resulting from them) (in this case, only the stake and not the winnings will be paid out; winnings that have already been paid out can be reclaimed), to refuse to open a customer account or to close an existing customer account, to refuse to pay out, to retain any balance in the account, including bonus payments granted or other promotional credits, partially or completely, temporarily or permanently, and to use the funds available in the account to compensate the customer for any damage caused (see examples of violations of these Terms and Conditions under 3.4.9).

3.4.7 Additionally, Tipwin reserves the right to claim against the customer any damage caused by Tipwin itself, Tipwin's staff and contractual partners as a result of the behavior of its customers. For this purpose, the rights of third parties may be transferred to Tipwin and asserted against the customer.

3.4.8 The customer is responsible for ensuring that he does not violate any of the conditions listed here when betting. The customer confirms that Tipwin makes the final decision on the question of whether the terms and conditions have been violated in a way that leads to exclusion or permanent blocking of Tipwin's services. The customer agrees that Tipwin has a lien on his balance and on his other claims arising from the betting contract in order to secure all existing, future and conditional claims from the business relationship.

The following examples of violations of the terms and conditions by the customer are listed (the list is not final):

- The customer provided incorrect, incomplete or misleading information regarding his customer account or the anti-money-laundering requirements when registering or during the contractual relationship with Tipwin
- The customer was unable to successfully complete the required identification or verification process
- The customer's name does not match the name on the payment method provided by the customer
- The customer has created or had created more than one active account with Tipwin

- The customer is suspected of manipulation or money laundering. The customer uses funds that come from criminal, illegal or unlawful activities
- The customer has made his customer account accessible to a third party (the intent is irrelevant)
- When opening an account or submitting a bet, the customer secretly acts on behalf of a third party, the beneficial owner
- The customer takes advantage of a Tipwin bonus promotion and requests withdrawals without fulfilling the bonus conditions
- The customer attempts in any way (e.g. when using systems (electronic, automated or not)) to outwit, manipulate, misuse or damage the systems and processes (e.g. electronic (e.g. software), automated or manual systems or processes) used by Tipwin for betting processing (whether for submitting bets or monitoring betting events or transactions or for determining or transmitting odds and betting results).
- Submitting the bet after the betting-relevant event has actually occurred or when there is knowledge of the (partial) result in relation to the event bet on.
- The customer exploits a software error to his advantage, either himself or with the help of third parties.
- The customer has or has attempted to cooperate with other customers or third parties with the purpose of defrauding Tipwin, the Tipwin betting agent or other customers
- The customer has submitted bets on behalf of Tipwin staff, agents or their employees
- During the registration process, the customer has concealed that he is a politically exposed person (PeP), a family member of a person or is listed on the sanctions list of the United Nations, the EU or the FATF or is a family member of such a person.
- The customer uses Tipwin's services from a country in which they are not permitted.

3.4.9 The customer remains liable for all obligations related to his account even after the customer account has been closed. Tipwin is entitled to check the customer account even after it has been closed.

3.4.10. Tipwin or a betting agent will block a customer account if winnings have been obtained illegally, or if legal provisions or conditions for the account have been violated. A suspicion by Tipwin or the betting agent is sufficient. Tipwin or the betting agent will inform the customer of the reasons for the blocking - unless legal or official requirements (such as Section 47 GwG) prohibit this. The customer cannot close the account while the account is blocked.

### 3.5 Inactive accounts

If the customer has not used his customer account for a transaction for a longer period of time (more than 6 months), this account will be classified as "inactive". In this case, Tipwin will transfer the existing balance to the customer's specified account, unless there are legal reasons to the contrary. Tipwin will inform the customer of this in advance by email. Tipwin will use the email address provided by the customer. Tipwin

reserves the right to block the customer account and inform the customer of this. The customer can then reactivate the customer account at any time.

## 4. Legal and responsible gaming- player blocks / customer blocks

4.1. Tipwin offers legal and responsible services in accordance with the objectives of the State Treaty on Gambling and the betting operator license granted to it.

4.2. Tipwin encourages customers to play responsibly. Customers can always find information about the risks of gambling, the probability of winning in sports betting and the addiction counseling centers and help services available nationwide on the Tipwin website in the “Responsible Betting” section. Customers can also access the Internet domains of independent counseling institutions directly there. Additionally, information brochures are available in clearly visible places in every betting agency in the Tipwin betting agency network, informing customers about the risks of gambling and the addiction-counseling services available.

4.3. People who have been diagnosed with problematic gambling behavior or are receiving treatment for problematic gambling behavior are not entitled to use Tipwin’s services.

4.4. Tipwin is connected to the central, federal OASIS player-blocking system. In order to ensure that blocked players are excluded, Tipwin compares customer data both during registration and generally with the nationwide OASIS player blocking database. Account registration applications from people registered in the blocking system will be rejected. For blocked customers, provisional play is also not possible in accordance with section 3.2.4 of these terms and conditions. The player block applies across all providers.

4.5 The customer who has been diagnosed with pathological or problematic gaming behavior or who is undergoing treatment due to pathological or problematic gaming behavior is obliged to inform Tipwin immediately. The same obligation applies to customers who have realized that they are betting more money than they can afford due to their gambling addiction.

4.6. Tipwin reserves the right to block the customer's account for an unlimited period of time and thereby exclude the customer from using the services offered if Tipwin has indications that the customer is at risk of gambling addiction, is over-indebted or has problematic gambling behavior (third-party blocking). The third-party blocking is based on the perception of Tipwin’s staff or a betting agent, on reports from third parties or on other actual indications. The customer to be blocked is not immediately excluded from using Tipwin’s services, but is given the opportunity by Tipwin to comment. In the case of a third-party blocking, this is entered into the central OASIS player-blocking database.

4.7. The customer can exclude himself at any time for an unlimited period of time (self-blocking), especially if he fears that he may develop problematic or pathological gambling behavior. The following options are available to the customer for ordering a self-blocking:

- the customer can block his account independently on the Tipwin website ([www.tipwin.de](http://www.tipwin.de)) in the “My account / customer account settings / account blocking” section for a period of one year or permanently;



- the customer sends an email to Tipwin's customer service at the following email address: support@tipwin.com or to Tipwin's player protection officer, whose name and contact details are always clearly visible on the website (www.tipwin.de), preferably by entering the word "self-blocking" in the subject line of this email
- the customer sends the self-blocking application by fax to the fax number +356 2166 8276
- the customer reports in person at a betting agency of the betting operator, fills out the self-blocking form available there and hands it over to the responsible staff of the betting agent

A self-blocking is also immediately entered into the central OASIS player-blocking database, which covers all federal states and providers.

4.8. If Tipwin enters a block for a customer, Tipwin will then inform him in writing that a block has been entered for him.

4.9. The minimum duration of both a third-party block and a self-block is usually one year. In the case of a self-block, however, the person requesting the block can request a different period, which must not be less than three months. If a period shorter than three months is specified, this is deemed to be three months.

4.10. As long as the block lasts, the customer may access his account, but only to view his balance and transaction reports so that the balance can be paid out to him. Of course, this does not exclude deposits of amounts or submitting bets.

4.11. As long as the customer is blocked, he is prohibited from placing bets at Tipwin and entering the betting agencies of the Tipwin betting agency network. He may also not attempt to register an online account or a customer card account.

4.12. The customer must apply in writing to the authority that maintains the player-blocking file to have the block lifted. This is the Darmstadt Regional Council. The customer must provide suitable reasons. The reasons must show that lifting the customer's block does not pose any risks to the customer, his health or his financial situation.

4.13. Immediate, short-term block: In addition to the self-block / third-party block listed above, the customer has the option of taking an immediate, short-term break from playing online by clicking on a button labeled "CREATE A 24-HOUR BLOCK?". The customer then excludes himself from playing for a period of 24 hours. This block cannot be revoked. The break ends automatically after 24 hours.

4.14. Customers are not allowed to use the services of several online gaming providers simultaneously. This is guaranteed by the federal gaming evaluation system LUGAS, to which Tipwin is connected. Waiting times must also be retained if the customer switches between different gaming providers.

4.15. Due to legal requirements, winnings from sports betting must only be used for playing in other areas, such as casino games on the Tipwin homepage, after a waiting period of one hour.

## 5. Limits

### 5.1. Self-limitation / customer stake, deposit and loss limits

5.1.1. Due to legal requirements and requirements from the betting operator license, the customer is asked to set an individual, monthly, cross-provider deposit limit of up to 1,000.00 euros each time he registers online via the domain [www.tipwin.de](http://www.tipwin.de). Due to the cross-provider nature of the limit, the sum of the deposits to all organizers or betting agents of online betting to which the limit applies is definitive. The cross-provider deposit limit applies to all public online gaming with the exception of deposits that can only be used for lotteries that are held no more than twice a week and for lotteries in the form of prize savings. Following an application by the customer, this limit can be increased to up to 10,000.00 euros or up to 30,000.00 euros under certain conditions and in compliance with legal or official requirements. Tipwin reserves the right to request further documents from the customer in order to review this application. For this purpose, by accepting these General Terms and Conditions, the customer agrees that Tipwin and any third-party company that carries out the identification of the customer and the credit check on behalf of Tipwin will regularly (at least annually) obtain information on his creditworthiness/capacity and his financial circumstances from third parties (e.g. SCHUFA). Additionally, by accepting these General Terms and Conditions, the customer consents to the processing of his provider-related (i.e. Tipwin-related) identifier and the associated insight into the customer's entry in the central files by the responsible authority; the customer hereby declares bindingly that he will maintain this consent.

Using Tipwin's services online is not permitted if the customer has not defined a cross-provider deposit limit. If the customer wants to deposit a higher amount despite the deposit limit, which exceeds the individual deposit amount, Tipwin will instruct him to correct it.

5.1.2. A cross-provider deposit limit is considered exhausted if the sum of the customer's deposits in a calendar month has reached the individually set deposit limit. If the deposit limit is reached, the customer can no longer carry out any further deposits. However, the customer can continue playing with funds available in the account or funds added through winnings after the deposit limit has been reached. Withdrawals are not taken into account when the deposit limit is reached and cannot be deducted from the deposits made previously in the same month. The customer is therefore aware that if the limit is reached, withdrawals from one provider do not create potential for deposits from another provider.

5.1.3 Tipwin also gives the customer the opportunity to define additional provider-specific daily, weekly or monthly stake, deposit and loss limits at any time. In contrast to the cross-provider deposit limit according to 5.1.1 and 5.1.2, the customer is free to make use of the provider-specific limits. If a provider-specific stake or loss limit is set by the customer and it is deemed to have been exhausted, further betting is no longer possible. Likewise, if the provider-specific deposit limit has been reached, further deposits are also no longer possible. As soon as a provider-specific limit has been reached, further betting or further deposits are no longer possible, even if the cross-provider limit according to 5.1.1 and 5.1.2 has not yet been reached.

5.1.4 The customer has the option at any time to reset the cross-provider deposit limit according to 5.1.1 and 5.1.2 or one of the provider-specific limits, if any, according to 5.1.3. If the customer increases a limit,

the increase only takes effect after a protection period of seven days. The limit can be reset again during the protection period. If a limit is to be reduced, these new limits will be applied immediately. If a stake limit is reduced according to 5.1.1 and 5.1.2 or according to 5.1.3 to a value that is below the deposits already made in the current period, new deposits can only be made in the following period. If a provider-specific stake or loss limit is reduced according to 5.1.3 to a value below the stakes already made or losses suffered, further betting is not possible until the end of the period for which the limit applies.

5.1.5. The Joint State Gambling Authority of the States maintains a central limit-monitoring file (limit file) to monitor the cross-provider deposit limit in accordance with 5.1.1 and 5.1.2. The following personal data required to monitor the limits are processed in the limit file: surname, first name, maiden name, date of birth, place of birth, address, amount of the cross-provider deposit limit set by the customer, date the limit was defined, amount and date of the deposits made and total amount of the deposits made. Tipwin is legally obliged to transmit the surname, first name, maiden name, date of birth, place of birth, address and the amount of the new deposit limit to the limit file every time the cross-provider deposit limit is set or changed. Tipwin is also obliged to transmit the data required to clearly identify the customer and the amount of the deposit intended by the customer to the limit file before completing each deposit process. By confirming these terms and conditions, the customer consents to this further processing of personal data. The amount and date of the deposits carried out as well as the total amount of the deposits will be deleted by Tipwin immediately after the end of the month in which they were saved.

## 5.2. Limits regarding the minimum / maximum stake

5.2.1. Both the minimum and maximum stakes are limited and are set by Tipwin for individual betting events or for each bet submitted within the system.

5.2.2. Tipwin reserves the right, at its own discretion and without giving reasons, to limit the stake on individual or all bets.

5.2.3. Tipwin reserves the right, at its own discretion and without giving reasons, to limit the maximum monthly stake of individual customers or the deposit of funds in general, but also the deposit of funds with regard to individual payment methods.

5.2.4. Tipwin also reserves the right to impose individual limits on each customer if there are indications of problematic or excessive gaming behavior on the part of the customer.

## 5.3. Winning limits

5.3.1. The possible total winnings for each individual, combination or system bet are limited. Tipwin reserves the right to set different maximum payout limits for different single or combined bets or betting events or for certain betting agencies and customers. The maximum payout is clearly visible to the customer when submitting the bet.

5.3.2. The payout limit is 50,000.00 euros per betting slip (and in the case of multiple winning betting slips per calendar week) for all bets submitted by the same customer, regardless of the channel used (online or stationary). The submitted bets are also considered connected and subject to this rule if they are placed on multiple betting slips. The bet stake is not considered as gain and is deducted from the amount of the maximum payout. If a customer reaches the payout limit in this way, Tipwin will take one of the following measures:

1. Tipwin will inform the customer that submitting the bet will result in the limit being exceeded.
2. Tipwin will ask the customer to reduce the bet stake so that the winning limit is not exceeded.
3. Tipwin will not accept the bet and will inform the customer accordingly.

5.3.3. Circumventing the winning limits by placing several identical bets is not permitted. If several identical bets are placed (including in different variations of combination or system bets), the maximum payout limit applies to these bets in the same way as for all bets placed. Regardless of an impermissible exceedance of the maximum winnings, the following limit also applies in the event of a win from several identical bets (winnings limit). If the total winnings of the bets placed at Tipwin exceed the maximum winnings of 50,000.00 euros, the exact amount of the maximum winnings will only be paid out in proportion to the maximum winnings and the stake value of the respective bet. The following example applies to the calculation of the winnings. Example: 8 bets are placed with odds of 15.00 and a stake of 500.00 euros. In the event of a win, the total payout amount is 60,000.00 euros ( $8 \times 500.00 \times 15.00 = 60,000$ ) including the stakes of 4,000 euros. The winning limit of 50,000 euros is exceeded by 6,000 euros. According to the calculation, 7,500 euros would be paid out per bet. The winning limit is limited to 6,250 euros per bet ( $50,000 : 8 = 6,250$  euros). The stake per bet of 500 euros is also added to the winnings. The payout per bet in this case is 6,750 euros.

5.3.4. The registered customer can access the area on the Internet or in any betting agency by clicking on the "My Account" button on the home page, where he can select and define stake and loss limits under "My Limits". The customer can select any limit period (daily, weekly or monthly limit). The limits are then saved in the Tipwin database. If the customer wants to reduce the amount of the set individual limit for a certain period, this change is immediately saved in the system. The customer is informed of the new limit and the period for which it applies via a message on the web form, and the limit becomes active immediately. If, however, the customer wants to increase these limits, the increase only takes effect after a protection period of seven days.

## 6. Betting conditions

### 6.1. General conditions

6.1.1. Tipwin is involved in every bet, as Tipwin accepts bets on sporting events in accordance with the permission granted, while the customer is involved as the party which submits the bet and receives a betting slip as confirmation of the bet submitted. The bet is considered to have been submitted if it was placed in accordance with Tipwin's terms and conditions and the customer's wishes. The betting slip stored in Tipwin's system and which the customer has received as proof is essential for the content of every bet. Subsequent deviations are excluded.

6.1.2. By submitting a bet, the customer declares that

- he is at least 18 years old
- he recognizes and accepts all the provisions contained in these terms and conditions
- he has no knowledge of manipulation or betting-fixing methods
- he does not already know the outcome of the underlying events bet on or individual sections of them, he does not know any information about the outcome of the betting event, and he has no knowledge of the outcome of the betting event or of circumstances that could significantly influence the outcome (e.g. insider information).

6.1.3. The conclusion of a betting contract requires that sufficient funds are available in the customer account. Bets placed incorrectly without available funds will be canceled.

6.1.4. Upcoming events - unknown results

6.1.4.1 Bets can only be placed on upcoming events. If an outcome for the event bet on was already known when the bet was submitted, if the event had occurred when the bet was submitted, or if the customer had information about the outcome of the event bet on or about circumstances that were or could have had a major influence on the outcome of the event bet on, Tipwin can declare these bets invalid and cancel them.

6.1.4.2 In the event of improper conduct by the customer, in particular in the event of manipulation or fraudulent actions (including submitting a bet after the event has actually started, or submitting a bet when the (partial) result of the bet was known when the bet was submitted) or if the result was achieved through a technical error, or if there is suspicion of improper conduct by the customer or event manipulation (e.g. insider knowledge or corruption among teams) or if there is suspicion of bets being submitted using aids (e.g. scripts, bots, spiders or other tools) or if there is suspicion of bets being submitted as part of a community of interests (e.g. geographically or temporally related bets), Tipwin reserves the right to:

- evaluate the bet with odds of 1.00, cancel the bet and terminate any related betting contract
- exclude the customer from further use of all Tipwin services

- to subsequently correct or cancel the bet (in the case of combination bets, the entire bet, even if only one event is affected)
- to close any associated customer account and withhold any winnings
- to reclaim any payments made in error

6.1.5. The customer must check the accuracy of the entries on the betting slip immediately after the slip is provided, but no later than 10 minutes after the bet has been submitted, and immediately submit a complaint to Tipwin or the betting agent. Complaints received after the above deadline will not be considered. Additionally, complaints or objections will not be considered if the event on which the bet is submitted has already begun or if an event was bet on in the live-offer.

## 6.2. Betting offer

6.2.1 Before accepting bets, Tipwin publishes the betting offer both online at [www.tipwin.de](http://www.tipwin.de) and on odds screens and betting terminals in the betting agencies. The betting events can be selected from the betting offer. Each event from the betting offer is identified by an identification number and has a specific price (hereinafter: odds) defined by Tipwin. Single, combination and system bets can be selected.

6.2.2 In most cases, customers can choose between the following three outcomes of the same betting event:

- *Victory of the first-named team (home team)/first-named player (1)*
- *Draw (X)*
- *Victory of the last-named team (away team)/last-named player (2)*

6.2.2. In addition to bets on the outcome of a betting event (*home team win - draw - away team win*), the offer can also include bets on a specific outcome of the betting event (e.g. *home team wins with a score of 3:2*).

6.2.3. The offer can also include bets on the outcome of certain sections of betting events and special bets.

6.2.4. The betting offer can also include handicap bets, where a point target can create an imaginary advantage or disadvantage. In this case, a player or team is given a calculated point, goal or other advantage. Special odds are offered for handicap bets.

6.2.5. Within a betting event, bet combinations on the event can be blocked. All betting events offered can be combined as part of system bets (e.g. 3 out of 5). Handicap bets and other special bets (e.g. bets on a specific result) cannot be combined with bets on the outcome of the same betting event.

6.2.6. The betting offer can be changed, shortened or amended at any time depending on the start or interruption of individual betting events and odds offered. The content of the submitted bet is the betting offer valid at the time of the bet submission.

6.2.7. Additional information on betting events is informative in nature and is an additional service provided by Tipwin. Tipwin accepts no liability for the information provided or for its completeness and accuracy. The possible lack of additional information has no influence on the validity of a bet.

6.2.8. The customer is responsible for checking the legality of the betting offer provided by Tipwin, the types of bets selected and the events bet on. Tipwin is not liable for the customer placing bets/types of bets that are classified as inadmissible by the regulator. Any claims by the customer (such as claims for a refund of bets) are excluded.

### 6.3. Submitting a bet

In the case of completed bets, the content of the betting contract is determined exclusively by the records and the time of these entries in Tipwin's data processing system.

#### 6.3.1 Online (via [www.tipwin.de](http://www.tipwin.de))

6.3.1.1 In order to submit a bet, the customer must deposit funds into his account using the fully identified and legally permissible payment methods provided by Tipwin and listed on the homepage ([www.tipwin.de](http://www.tipwin.de)). Such funds are credited to the customer account by Tipwin in real time. Any restrictions are explicitly stated during the payment process. The personal data of the depositing customer and customer account manager and that of the owner of the payment method must match. Tipwin reserves the right to reject individual payment method requests from the customer.

6.3.1.2 A betting contract is concluded when the customer's betting application is received in Tipwin's electronic data processing system and when this is confirmed by Tipwin. Only then is a bet accepted. The customer then receives a confirmation and can view the submitted bet in the "My bets" section.

6.3.1.3 The minimum stake per betting slip for bets on the homepage ([www.tipwin.de](http://www.tipwin.de)) is 1.00 euro. System bets are an exception because the minimum stake per combination is 0.23 euros.

#### 6.3.2 Stationary

6.3.2.1 In stationary agencies, betting contracts with customers can be concluded using a customer card or without a customer card, provided that state-specific legal requirements do not conflict with this. The deposit into the customer account or the payment of the stake (in cases where bets are placed without a customer card) must be made in cash.

6.3.2.2 In stationary agencies, a bet request is deemed to be accepted when the customer's bet request is received in Tipwin's electronic data processing system and this is confirmed by Tipwin by handing over the corresponding betting slip at a betting agency.

6.3.2.3 The minimum stake per betting slip for bets in stationary agencies is 1.00 euros. System bets are an exception, because the minimum stake per combination is 0.23 euros. Further deviations are possible depending on the betting agency.

## 6.4. Closing time for accepting bets

6.4.1 The closing time for accepting bets is set by Tipwin for each betting event.

6.4.2 The closing time for bets relating to multiple betting events is determined by the closing time of the betting event that takes place first.

6.4.3 If the bet is accepted after the start of a betting event or not in accordance with the general terms and conditions, the bet will be evaluated with odds of 1.0. If it is a single bet, the stake will be refunded.

6.4.4 Tipwin has the right to block the closing time for all bets or to limit acceptance if the course of the bet is at risk or if a betting event has started earlier than stated in the offer or ends earlier. In this case, only bets placed before the actual start of the event are valid. Therefore, the actual start time of the betting event and not the time stated in the offer is always essential.

6.4.5 All information in the betting offer is of an informative nature and corresponds to the information that was available at the time the betting offer was created.

6.4.6. For football matches, the playing time (with the exception of indoor games) is 90 minutes. For ice hockey and handball, 60 minutes, etc., including any extra time as decided by the referee. Any extensions (e.g. 2x15 minutes, penalty shootouts, "golden or silver goal", "sudden death", etc.) have no influence on the evaluation of the event, unless the contracting parties have agreed otherwise by making a note in the betting operator's records (e.g. European Cup - promotion bet).

6.4.7. For American sports, such as NFL, NBA, WNBA, MLB, etc., the result after any extension (OT, overtime) is essential for the processing of the bet. Exceptions are the NHL (American ice hockey) and the MLS (American football), where the result achieved after the end of the regular playing time applies.

6.4.8. If two or more events of the same type (e.g. two giant slaloms) take place at the same location, all bets submitted before the start of the first event are only valid for the first event, unless expressly agreed otherwise.

## 6.5. Determination of the winner / interrupted or canceled events

6.5.1 The winner of an event is the person or team that is declared the winner at the time of the regular end of the event. In all events, including national or international competitions (e.g. Olympics), the person who is declared the winner by the jury immediately after the end of the event is declared the winner. All subsequent changes (decisions on the green table) have no influence on the evaluation of the betting event. This also applies to long-term bets, where decisions on the green table that are made during the term of the bet are taken into account.

6.5.2. If two or more participants are declared winners in a betting event ("dead heat"), the odds and payouts are divided according to the number of winners (e.g.: bet stake 100, odds on the winner: 1.8, results in a bet payout of 180, so with two winners the payout is 90 each, with three winners 60 each). If



only two starters (teams) participate in a betting event (e.g. training duel) and no draw odds are offered, in the case of “dead heats” the payouts are not divided, but the entire stake is refunded.

6.5.3 If the betting event takes place in accordance with these general betting conditions and a participant or team does not participate in this event, the betting contract remains valid (“play or pay”); this means that a bet submitted on a non-participant or on a non-participating team is considered lost for the customer.

6.5.4. If several favorites do not participate in an event with a fixed field of participants (e.g. motorsport), Tipwin reserves the right to adjust the odds of the remaining participants in accordance with the “Tattersalls Rule”; i.e. Tipwin will adjust the odds of the remaining participants so that the betting market, which has fallen below 100% due to the participants' absence, corresponds to the original offer again. The subsequent adjustment of the odds here only refers to bets that were submitted at the old odds in the period after the official announcement of non-participation and the acceptance of this change by Tipwin.

6.5.5 Bets on interrupted or cancelled events are valid if the event is resumed within 48 hours of the original start time, or a new start time is set within 48 hours of the original start time. If the interrupted or cancelled event does not take place within 48 hours, bets will be evaluated with odds of 1.00. All other bets not affected by the interruption will be evaluated with the valid odds that were current at the time the bet was submitted. Bets that would not be affected by a possible continuation of the events will be declared lost, or where a change in the result would not lead to a win (e.g. if the match was interrupted in the 54th minute with the score 1:0 and the 1st half ended with the same score, bets on half time/full time X/1; X/X or the exact score 0:0, 0:1 will be settled as lost, regardless of whether the match is continued).

6.5.6 A betting slip may not contain two events whose results may be related. Although Tipwin takes all necessary measures to prevent such possibilities, Tipwin reserves the right to cancel all parts of the cumulative bet containing the correlated results at its own discretion in these situations.

6.5.7 If all events on a betting slip are cancelled, the stake will be refunded including fees.

6.5.8 The results announced immediately after the end of the respective event (i.e. after the end of regular playing time of the respective sporting event) on the Internet at [www.tipwin.de](http://www.tipwin.de) (e.g. award ceremony, provided this takes place immediately after the betting event) are essential for the evaluation of bets.

6.5.9 The winnings are determined by multiplying the net stake by the odds of the winning bet.

## 6.6. Payout

### 6.6.1. General

The winnings are calculated by multiplying the odds of the betting events played by the amount of the stake and after deducting the administrative costs, fees or taxes (where this is required by law). A payout is only possible once the bet has been completed and evaluated. Payouts may only be made via the payment method used for the respective deposit ("closed money cycle").

## 6.6.2. Online

6.6.2.1 The available payout methods are listed on the Tipwin website (<https://tipwin.de/en/info/payment-options>). Anonymous payment methods are excluded.

6.6.2.2 Winnings based on bets submitted online via [www.tipwin.de](http://www.tipwin.de) are credited to the customer account.

6.6.2.3 The customer can request payouts from their customer account at any time, provided that all payments made have been received.

6.6.2.4 Online withdrawals are made by bank transfer to the reference account specified by the customer, as long as the selected and fully identified and legally permissible payment method allows this.

6.6.2.5 Withdrawal requests can be rejected if the withdrawal is to be made via a method other than the deposit method or if regulatory or official requirements require this.

6.6.2.6 Withdrawal requests can also be rejected if there are doubts about the identity of the person conducting the withdrawal or if the withdrawal is being requested by a person other than the depositing customer.

6.6.2.7 Tipwin reserves the right to hold the withdrawal until the payment information has been finally verified.

6.6.2.8 Tipwin reserves the right to carry out additional checks for withdrawals that exceed a certain amount.

6.6.2.9 Provided that deposits have been carried out using a stolen or blocked credit card, or if fraud is suspected, Tipwin reserves the right to block the customer account and to retain all funds in the account, i.e. stakes and winnings.

6.6.2.10 Customer funds are managed in separate bank accounts, separate from other commercial bank accounts

6.6.2.11 The customer may be subject to transaction fees in accordance with the information on the website.

## 6.6.3 Stationary (in betting agencies)

6.6.3.1 Payouts are only carried out in cash in betting agencies.

6.6.3.2 Payouts are generally only possible at the betting agencies in which the respective winning betting slip was issued.

6.6.3.3 The customer has the right to request payouts at betting agencies within 45 calendar days of the event occurring upon presentation of the original winning betting slip. After this period has expired, the customer's right to payout expires.

6.6.3.4 If the customer uses his customer card to submit a bet, any winnings will be credited to that card.

6.6.3.5 Tipwin is entitled to request the presentation of additional identification documents from the customer for the purpose of identity verification, including for winnings or payouts of more than 2,000 euros.

#### 6.6.4. Payout of unused deposit funds

One of the requirements for the payout is that the deposited funds in the respective customer account on the Internet or the customer card account have been used at least once to place a bet. The balance on the customer account must therefore have been used to bet. Tipwin does not accept deposits or other repayable funds when customers carry out deposits into their account. Interest on customer balances is excluded.

#### 6.6.5. Suspension of payouts

Tipwin reserves the right to suspend payouts of winnings if this is necessary to comply with regulatory or official requirements.

### 6.7. Special betting regulations for live bets

Tipwin also offers bets during the betting event (live bets). The following points apply in addition to the established regulations for the live bets offered.

6.7.1 Live bets are offered in addition to the existing betting offer and are only offered before and during an event. The odds are constantly updated according to the course of the game.

6.7.2 The game, set and time display is only intended as an orientation with regard to the actual progress of the game. For technical reasons, this display does not always correspond to the exact, official start or game time. The actual status at the time the bet is submitted is always conclusive. If a live bet is invalid in accordance with these betting conditions, it will be evaluated with the odds of 1.00 and refunded. Any live bet that is submitted after the result has actually occurred or after it has been played to the end is invalid. The actual time of the event is always conclusive, regardless of any displays on the live interface. Tipwin can offer a cashout for the live bets submitted. The cashout value is variable and is calculated from the stake minus an amount X. Tipwin is not obliged to accept the cashout for a live bet.

6.7.3 All live bets that have actually been decided and correctly evaluated (i.e. the result has already been determined) are valid and will be evaluated regardless of any subsequent interruption/cancellation of the event/tournament at any time (also note the explanations under 7.8).

6.7.4 Live bets are evaluated according to the results that are known immediately after the event is decided. Subsequent changes (e.g. results decided by a jury after the game) do not affect the evaluation of the live bet offered. All results are taken from the official statistics of the respective leagues and are also based on TV recordings of live games. If the betting operator's findings from the TV recordings deviate from the official statistics, live bets are evaluated according to the betting operator's own statistics, which are based on the actual course of the game. Unless otherwise stated, live bets on players who did not participate in the betting event are declared invalid and evaluated with odds of 1.00. All bets on the win,

the final result and handicap bets that end in a draw are invalid and evaluated with the odds 1.00 if the bet on a draw was not initially offered.

6.7.5 In the case of live bets, special rules regarding the evaluation apply in the event of a match being interrupted. Exceptions are bets that are decided before the actual interruption. These will be declared valid.

6.7.6 If an event from the live offer is interrupted but continues within 48 hours of the original start time, all bets remain valid. Undecided bets on interrupted live events that are not continued within the specified time period will be declared invalid and evaluated with odds of 1.00.

6.7.7 The customer cannot cancel bets that contain events from the live offer. The customer must carefully check the content of the live bet before submitting it.

## 6.8. Cashout

6.8.1 Tipwin may, at its own discretion and without the customer having any right to do so, offer the so-called "ticket buyback" ("cashout") for certain betting slips. This involves the buyback of a betting slip at a time when the result is not known because the event has not yet been finished. The value of the cashout betting slip, which can also be less than the value of the stake placed, is presented to the customer in the form of an offer and the customer may accept it. The cashout value reflects the amount that the customer receives if he accepts the cashout offer.

6.8.2. As soon as the customer accepts Tipwin's cashout offer, the old contractual relationship in the form of the betting contract is canceled between the customer and Tipwin and a new, replacing, independent contractual relationship is established. The effectiveness of the new contractual relationship, the cashout contract, depends on the effectiveness of the old contractual relationship, the betting contract (so-called causal novation). The customer is aware that the new cashout contract, which replaces the betting contract, does not constitute a sports bet and, due to the lack of a random requirement, does not constitute a game of chance. The cashout only takes place once all sporting events bet on with the respective betting slip have been evaluated.

## 6.9. Taxes / fees

6.9.1 Tipwin is entitled to charge fees for placing bets without giving reasons.

6.9.2 When submitting a bet, all possible taxes or fees are stated insofar as the customer is or will be obliged to pay them.

## 7. Disclaimer / Limitation of Liability

7.1. Tipwin, its legal representatives or its deputies are not liable to the customer if the offer of bets is officially prohibited or banned. Any claims for damages are expressly excluded in this case.

7.2. Tipwin, its legal representatives or its deputies are not liable for damages related to injury to life, body or health or to the violation of cardinal obligations from the respective betting contract.

7.3. Tipwin is not liable for slight negligence. Any liability of Tipwin or its representatives or its deputies is limited to the amount of the bet.

7.4. By registering, the customer acknowledges that the use of the Tipwin homepage and its software options is at their own risk and on their own initiative.

7.5 Tipwin is not liable for the loss of uploading or data transmission and publication via the Tipwin website. Customers acknowledge that neither Tipwin nor any other service provider is liable for any damages of any kind resulting from changes to the Tipwin website or the temporary or permanent deactivation of the website.

7.6. Under no circumstances is Tipwin liable for misuse of the services by unauthorized persons or minors.

7.7. Tipwin is not liable for damages and losses to the customer resulting from the misuse of login data by unauthorized third parties.

7.8. Tipwin accepts no liability for its own or third-party-caused spelling errors, human errors or obvious errors - errors that lead to the incorrect calculation of the odds. Obvious errors include in particular:

- incorrect, delayed, failed, abusive, manipulated data transmission
- confusion of home teams
- incorrect match pairing
- spelling errors
- obvious odds mix-ups
- technical defects that, for example, lead to a delayed adjustment of odds
- incorrect winnings calculations or winnings payouts
- odds confusion (e.g. favorite/underdog swapped)
- spelling mistakes (e.g. transposed numbers, slipped decimal places)
- if odds deviate significantly from the market average
- if a bet is submitted at a time when the result of the betting event is already known but the odds have not yet been adjusted
- if handicaps or margins do not have the usual values

- if certain winnings (“surebet”) are achieved by betting on all outcomes of the betting events
- if the bet was submitted due to an error after the event had already started
- if an error in the creation of the betting event is due to a technical defect (e.g. technical problems that led to the odds not being updated or the gain being calculated incorrectly)
- malfunction of the website system

7.9. Tipwin does not provide any warranty, either expressly or implicitly, for the quality requirements, suitability, completeness or accuracy of the website or the betting software or for the complete and trouble-free transmission of the data on the homepage or for the uninterrupted availability of the products and services offered. In the event of any betting software errors identified by Tipwin in its own systems or those provided by other service providers, the bets or games will be cancelled. The customer is entitled to a full refund of his stake on these bets or games. Tipwin hereby excludes all further responsibility for these software malfunctions.

7.10. Any customer who discovers a malfunction in the gaming and betting software is obliged to contact Tipwin at [support@tipwin.com](mailto:support@tipwin.com) immediately after discovering this error.

7.11. Tipwin accepts no liability for the accuracy, completeness and timeliness of the content of information services such as result notifications by email and other content. Likewise, information in live scores, statistics and intermediate results in live bets are provided without guarantee.

7.12. Tipwin accepts no liability for computer failures, disruptions to telecommunications services or internet connections or for attempts by customers to participate in betting using methods or means that conflict with the intentions to be achieved with Tipwin's software.

7.13. Tipwin does not guarantee that the online service will always be error-free, but will correct reported errors as soon as it is able to do so. The customer is obliged to report any errors that occur by email or in writing to the customer service ([support@tipwin.com](mailto:support@tipwin.com)).

7.14. Tipwin reserves the right to temporarily suspend all or part of the website for specific purposes. Tipwin has the right, but is not obliged, to announce such a suspension as early as possible. In this case, the website will be put back into operation as soon as possible after a temporary suspension.

7.15. In the cases listed above, for which Tipwin is expressly not liable, Tipwin reserves the right to subsequently correct errors, to cancel bets that have been submitted as a result of such errors (the corresponding betting contracts are therefore valid and the relevant bets are invalid; the customer is only entitled to a refund of the respective staked amount) or, at its own discretion, to pay out bets according to the valid odds; this also applies if the error is only discovered after the end of the betting event. This means that incorrect odds can also be subsequently corrected after the incorrect odds have been identified at the time the bet was placed. In these cases, the bet will be treated as if it had been placed with the correct odds. The odds of other sports betting providers, among others, must be used to prove that the odds have been swapped.

## 8. Discounts and bonus payments

8.1. Tipwin offers so-called discounts and bonuses in the form of promotions. These are credited to the respective customer account. By participating in a discount or bonus campaign, the customer accepts the "bonus conditions" for the respective campaign listed on the Tipwin website, which are more specific than these General Terms and Conditions. The sum of the bonus is at Tipwin's discretion and corresponds to the applicable legal and regulatory requirements. However, the customer has no right to receive bonus funds. Any attempt at fraud or manipulation or generally fraudulent action in connection with the provision of bonus funds will result in the deactivation of the customer account and the retention of the balance on it. In order to pay out funds based on the granting of bonuses, the customer must comply with the relevant conditions, particularly with regard to the minimum turnover when participating in bets, otherwise any entitlement to a bonus will expire. Tipwin reserves the right to refuse payouts based on bonus abuse or fraudulent activities in connection with the bonus, to deactivate the customer account and to retain all funds on it.

8.2. The customer hereby becomes aware of the fact that a betting agent as a contractual partner of Tipwin may only offer corresponding bonus and discount campaigns to customers on a stationary level with the consent of Tipwin. A bonus and discount campaign by Tipwin through an agent will only take place when Tipwin has approved the agent concept. If such approval has not been granted by Tipwin and a bonus or discount campaign is nevertheless offered specifically by the betting agent, the campaign will be offered using the agent's own financial balance and not by or on behalf of Tipwin. The customer does not enter into a contractual relationship with Tipwin that is based on a bonus or discount campaign by the betting agent that has not been approved. Rather, in this case, an independent contractual relationship arises between the customer and the betting agent. Any liability and warranty claims by the customer against Tipwin are excluded if they are based on a bonus or discount campaign not approved by the betting agent and Tipwin. The customer is responsible for finding out whether a bonus or discount campaign has been approved by Tipwin before taking advantage of it. The following criteria can be used for the customer's verification: If bonuses and discounts are to be granted, they may never exceed a value of up to 10 percent of the stake (including fees). Likewise, bonuses or discounts granted may not exceed the amount of 100.00 euros per year. Likewise, no advantages such as bonuses or discounts may be granted to customers whose player ban has been lifted.

## 9. Data protection policy

Tipwin collects, stores and uses customer data within the framework of the respective contractual relationship with the customer. This always takes place in accordance with the General Data Protection Regulation (GDPR). Detailed information on this can be found in Tipwin's data protection declaration, to which reference is hereby made.

## 10. Complaints

In the event of complaints, the customer can contact Tipwin's customer service in writing or by email. The contact details required for this are provided on the website and in Tipwin's betting agencies. The customer service email address is: [support@tipwin.com](mailto:support@tipwin.com)

Tipwin will endeavor to process the customer's request and respond as quickly as possible (usually within four days).

## 11. Intellectual property – prohibitions

The "tipwin" brand, the website [www.tipwin.de](http://www.tipwin.de) and all other brands, service marks or trade names (brands) used by the company as well as all materials on the Tipwin homepage (in particular all software, texts, methods, concepts, images, graphics, video and audio) are the property of Tipwin, contain intellectual property rights and are subject to copyright. The customer has no rights to the brands or materials mentioned here. Using the Tipwin homepage does not grant any entitlement to these rights. It is expressly prohibited to use these brands without the company's prior consent.

## 12. Special sports-related betting rules

For individual sports or bets, the following special rules apply, which may differ from the general betting regulations above and take special precedence over them.

### 12.1. Football

All betting options are evaluated based on the result after the official playing time at the end of the regular 90 minutes of play, unless the provider states otherwise (result betting). This includes the stoppage time set by the referee for interruptions, but not any scheduled extra time, penalty shootout or golden goal, unless the provider has stated otherwise with regard to the bet.



It is the customer's duty to be familiar with the playing time, so complaints about the time of an announced match on which a bet has been submitted will not be taken into account for refunds of the bet submission.

The provider bears no responsibility for a match with an official start and playing time not having started at the regular start time and not being played in regular playing time (the reason for this is irrelevant).

All bets on friendly matches will be evaluated based on the actual result at the end of the match (excluding extra time), regardless of whether a full 90 minutes have been played.

Example: If the referee ends a friendly match in the 88th minute, bets will be evaluated with the final score as if the match had officially been played to full time and bets will be evaluated based on the match result.

Exceptions to this rule are friendly matches where the estimated playing time differs significantly, as well as matches played in a different format, whereas the provider was not aware of the changed playing time prior to offering the match (such as matches played as 3x45 min., 1x45 min., 2x30 min., 2x60 min.). In this case, bets will be declared invalid and evaluated with odds of 1.00.

In case a match is played in the 3x30 min. format (e.g. a friendly match), all bets on the first/second half (and other related bets) will be evaluated as bets in the 2x45 min. format. Bets related to the 1st half will be settled in the 45th minute of the match. Interrupted events that are resumed within 48 hours of the original start time, or for which a new start time is officially set that begins within 48 hours, will be regarded as valid under the conditions under which the bet was submitted. If interrupted or cancelled events are not resumed within 48 hours, they will be evaluated at odds of 1.00.

All other bets not affected by the interruption will be evaluated with the valid odds that were current at the time the bet was submitted.

For markets where the following bets are permitted, the following rule applies: If red and yellow cards are awarded to persons who are not active players on the field (substituted players; players on the bench who have not yet participated in the match; managers and other persons from the expert team) or if the cards are awarded after regular playing time, they will not be taken into account.

Corners awarded but not taken will not be taken into account.

## 12.2. Tennis

If a tennis match is interrupted due to one of the two participants retiring (disqualification, injury, handover), the bet is invalid. Live bets remain valid if they have already been decided at the time of the interruption. Live bets can be offered on the game, set and result, among other things. However, no live bets can be submitted on the points or games scored within a set. The respective event must end regularly for the live bet to be valid. If a tennis match is interrupted or not continued within the tournament, the bet is invalid. If the event continues within the tournament, the bet is valid. For tennis doubles events, as well as for games that are decided by a "tie-break" in the event of a 1:1 result, the game played to 10 points with a difference of two points is counted as the third set and as one game. Bets are evaluated after the official results are announced.

If a match is interrupted at any time before the end of the game due to a player's withdrawal (injury, retirement, disqualification, etc.), the bet is considered invalid and is evaluated with odds of 1.00. Bets that are decided before the interruption (e.g. winner of the 1st set, over/under games) are evaluated with the valid odds.

### 12.3. Handball

The bets refer to the regular playing time unless otherwise stated. Live bets on the outcome of a game section are valid if it is completed regularly. Only the result of the relevant game section is taken into account.

### 12.4. Volleyball

The bets refer to the regularly required number of sets unless otherwise stated. Live bets on the winner of a set are valid if the set was completed regularly.

### 12.5. Basketball

All bets include any overtime. Live bets on the outcome of a game section are valid if it is finished regularly. For the evaluation of bets, only the final result of the regular playing time, which is specified by specific betting conditions, counts, unless the provider has stated in the betting offer that the final result counts for an event.

### 12.6. Ice hockey

The bets refer to the regular playing time unless otherwise stated. Live bets on the outcome of a game section are valid if it ends regularly. For this type of bet, only the result of the relevant game section counts. Only bets on the result in the regular playing time are taken into account, unless otherwise stated.

### 12.7. Baseball

A baseball game is scored when at least 5 innings have been played or after 4.5 innings if the home team is leading. In this case, the result at the time of the interruption is taken into account. If the game was interrupted beforehand, it is evaluated with odds of 1.00. If a baseball game is finished as a tie (e.g. Spring

Training), it is evaluated with odds of 1.00. If a baseball game does not take place on the same day it was originally scheduled, it is evaluated with odds of 1.00.

## 12.8. Boxing

The event is considered to have started when the bell sounds for the first round, otherwise it is evaluated with odds of 1.00. If an event ends in a tie, it is evaluated with odds of 1.00. A technical knockout or disqualification is also taken into account as a knockout. If a participant does not respond to the bell to continue the round and does not continue, the previous round will be considered the end of the match.

## 12.9. Golf

Betting on the winner. As soon as a player puts the ball on the tee, he is considered to have participated in the tournament, even if he does not finish the tournament. If the event does not take place for any reason after the bet has already been submitted, the bet is invalid and therefore evaluated with odds of 1.00 and the stake will be refunded. In case that head-to-head bets ("placement bets") are offered and submitted on players who do not participate, they will be cancelled and evaluated with odds of 1.00 and the stake will be refunded.

## 12.10. Tournament match bets

The player with the best placing at the end of the tournament is the winner. In the event that a player, for whatever reason, does not participate in the tournament for which he was registered, the bet will be declared invalid and evaluated with odds of 1.00. If a player fails to make the cut, he will be declared the loser. If both players fail to make the cut, the player with the lowest score in the cut will be declared the winner. If a player is disqualified before the cut or after both players make the cut, the second player will be declared the winner. If a player is disqualified after making the cut and the second player fails to make the cut, the player who was disqualified and made the cut will be deemed the winner.

## 12.11. Tournament group bet

The player who finishes the tournament with the highest score will be declared the winner. In the event of a player not participating, the group will be regarded invalid. Players who do not make the cut will be considered the losers. If none of the players make the cut, the player with the lowest score will be declared the winner. If multiple players have the same score, the dead heat rules will apply and play-offs may be scheduled to determine the winner. *Will player X make the cut?* - Once a player tees off, the bet will be considered to have participated in the tournament, even if they do not finish the round. The official results

will determine the winner. 1st/2nd/3rd/4th round, 3 balls. In the event that a player does not start the round at all, the bet will be cancelled and settled as a refund at odds of 1.00. If a player starts the round but does not finish it, the bet is evaluated as lost. The winner is determined by the lowest score for a completed round. If there is a change in the player line-up, the bet is canceled and is evaluated with odds of 1.00.

## 12.12. Athletics and Swimming

The bet is evaluated when the registered participant takes the starting line-up, regardless of whether he participates in a possible final. If a participant does not participate in the final for any reason, the respective bet is evaluated as lost. If a start of an event is postponed, bets are valid until the event is completed or officially canceled. If the entire event is canceled, the bet is evaluated with odds of 1.00.

## 12.13. Motorsport (e.g. Formula 1)

If a registered participant participates in the race preparations, such as qualifying for the respective race, and does not start the race, the bet is evaluated as lost. Otherwise, the bet will be evaluated with odds of 1.00.

For head-to-head bets ("placement bet") in motorsport races, the driver who achieves the better placement at the end of the race is considered the winner of the betting event, provided that both drivers were on the starting grid. If both drivers are eliminated early, the driver who has completed the higher number of laps is considered the winner of the betting event. If both drivers are eliminated in the same lap, the driver who was placed higher at the end of the last lap is considered the winner of the betting event.

## 12.14. Winter sports

The order of the first official publication by the organizer will be taken into account for the result of the event, unless possible changes relate to an incorrectly published result.

If a starter withdraws before the start of the event, bets will be declared invalid and evaluated with odds of 1.00. In ski jumping, the betting event begins with the qualifying jumps.

If the start of a winter sports event or a self-contained section thereof is postponed for reasons beyond control (force majeure), bets will remain valid until the entire betting event is completed regularly or officially cancelled. In the event of a change of venue due to changes in the official start date, bets will be declared invalid and evaluated with odds of 1.00. Cancelled events that have several interconnected sections will be evaluated according to the results of one of the individual sections of the event that was completed regularly.

For head-to-head bets (“placement bets”) on winter sports events that consist of several interconnected sections, the following special rules apply to the evaluation, in addition to the general terms:

If none of the competing starters finishes the event regularly, the starter who is placed higher in the official published results of the betting organizer is deemed to be the winner. Head-to-head bets are declared invalid if, after the event has ended, the competing starters have the better placement or the same number of points. If one of the starters withdraws during the event, the starter who has finished the event is declared the winner. If both starters are eliminated before the end of the event, the bet is evaluated as lost.

According to these rules, the individual sections of the betting event, the first or second descent, the first or second jump, etc. are taken into account. In all other cases, head-to-head bets are evaluated according to the general rules.

## 13. Gaming-related consumer information

### 13.1. On the probability of winning sports bets (betting at fixed odds)

#### 13.1.1 General

A bookmaker's bet on the outcome of a sporting event (horse racing, football, Formula 1, and many more) with real, living athletes differs from other games of chance in particular through different, predetermined odds on the possible outcomes of the sporting event.

While, for example, the drawing of a certain number from a given set of numbers in roulette or in a lottery is equally likely, the possible outcome of a horse race (determining the winner from the participants) or a football match (determining the winner) is not equally likely, as there are favorites and underdogs in each case.

For many, the appeal of betting resides in their own assessment of the chances. However, the probabilities for natural sporting events with real athletes cannot be "calculated" mathematically exactly.

Here, all sports enthusiasts and also the betting providers must rely on estimates and assumptions. Although an odd seems advantageous, the risk of losing a bet remains.

#### 13.1.2 The number of possible predictions

When submitting sports bets, the number of possible predictions results from the sum of the possible outcomes of the bet on sporting events. However, the greater the number of possible predictions in a bet, the greater the difficulty of the bet, which worsens the theoretically determined, “purely mathematical” probability of winning.

For example, the possible predictions of a sports bet in the result format “home win / draw / away win” are represented by exactly these 3 results. One of them must occur. By combining up to n sporting events,

each of which must be correctly predicted in a bet (combination bet), further possible outcomes arise according to the formula:  $3^n$

This formula expresses that the chances of winning decrease disproportionately with increasing predictions.

### 13.1.3 Combination possibilities

Number of events in a bet („predictions“)	Number of possibilities	„Theoretical “ chance of winning
1	3	33,333%
2	9	11,111%
3	27	3,704%
4	81	1,235%
5	243	0,412%
6	729	0,137%
7	2187	0,046%
8	6561	0,015%

9	<b>19683</b>	0,005%
10	<b>59049</b>	0,002%

A customer can combine several bets on different events into one bet by using a combination bet.

For instance, if predictions are made for three events in a combination bet, there will be 27 different possible outcomes. This reduces the theoretical probability of winning of making the correct predictions to about 3.7 percent, or in other words, 1:27.

When 10 events are predicted in a bet, the probability of being correct drops to about 1 in 50,000 (0.002%). However, the overall betting odds are improved by the fact that not all possibilities are equally likely. Therefore, there are different odds for each outcome.

#### 13.1.4 The probability of winning and the odds

	Home team win	Draw	Away team win	Odds key
Odds	<b>2,00</b>	<b>3,50</b>	<b>3,00</b>	
Reciprocal value	<b>0,50</b>	<b>+0,29</b>	<b>+0,33</b>	<b>=1,12</b>
Supposed probability	<b>44%</b>	<b>26%</b>	<b>30%</b>	<b>100%</b>

The reciprocal sum of 1.12 calculated in the example above is the provider's so-called "odds key", by which the odds are reduced in comparison to the supposed probability of occurrence, so that the provider can receive his own share ("hold" or "take-out") of all bets. In this example, a total of 1.12 euros would have to be bet in order to receive 1.00 euro back with certainty; namely 0.5 euros on a home team win, 0.29 euros on a draw and 0.33 euros on an away team win.

Fixed odds and the associated probabilities always remain only assumptions and assessments by the betting operator regarding the performance of the athletes.

The lower the probability of the occurrence for a certain result ("home team win / draw / away team win"), the higher the odds. Meanwhile, the higher the probability of the occurrence, the lower the odds. The odds (Q) and the probability (p) are inversely proportional.

**$Q = 1/p$  and  $p = 1/Q$**

For example, if the (supposed) probability of a home team win is 50% ( $p = 0.5$ ), the resulting odds are 2.0.

Additionally, the sum of the individual probabilities of the outcome of a sporting event is always exactly 1 (=100%). This means that in a football match, one of the three possible outcomes (home team win / draw / away team win) will definitely occur. However, if the reciprocals of the odds (e.g. for (home team win / draw / away team win)) are added up for a match, the value is always greater than 1.

#### 13.1.5 Payout odds and fees charged for single bets

The calculated payout ratio indicates the proportion of the bets that are to be paid out to the customers. The higher the payout ratio, the lower the provider's odds key.

According to the example above, the calculated payout ratio A is again obtained as the reciprocal value of the odds key.

$$A = 1/Q_t = 1/1.12 = 0.89$$

In this example, it is planned to pay out 89% of the bets as winnings.

If the provider charges fees on the bet, as a flat rate per betting slip or as a percentage of the bet stake, for example to cover betting taxes, the payout ratio is reduced proportionately. The betting winnings are only paid out on the net bet stake, not on the fees. The fees therefore increase the provider's odds key in the form of a surcharge.

	Home team win	Draw
Stake	10,00	Euro
Fees	0,50	Euro
= Surcharge in %	5,00	%
Surcharge to odds key	0,05	



The fee surcharge on the already calculated odds key results in a proportionally reduced payout ratio of 85% according to the following formula:

$$A=1/(Qt+Fee) =1/(1.12+0.05)=0.85$$

The payout ratio is important for a longer period of time. For the individual bet, the bet can only be "won" or "lost". Nevertheless, the chances of winning increase with a higher payout ratio. In order to compare the value of a betting offer, the odds and fees offered by the provider should be taken into account. The total payout in the event of a win can be higher than without a fee, despite a fee to cover the betting tax.

#### 13.1.6 Payout ratios for combination bets

While a single bet predicts the outcome of a sporting event, a combination bet involves making multiple predictions of at least 2 or 3 and generally up to 10 events. The attractive aspect about this type of bet is the increase in the overall odds, since the betting odds of the predictions made are multiplied together. Since the odds are always greater than 1, the result of the multiplication (mathematically "product") increases with the number of combined bets. Even with lower stakes, the customer can win five-figure sums. However, the payout ratios of the combined bets must also be multiplied together. The payout ratio is always less than 1. Here, the result of the multiplication decreases with the increasing number of combined bets, i.e. the overall payout ratio (due to the lower probability of winning) decreases. There is the fixed connection between odds and probabilities described above.

The table below shows the resulting total payout ratios for 1 to 10 combined predictions with different payouts of 80% and 90%. The individual payout ratio of 80% (or even 90%) is only possible if single bets are permitted. There is often a minimum combination requirement for predictions of at least 3 match pairings. The minimum possible combination of 3 match pairings still results in a calculated payout of more than 50%, which can still be more optimal than with other betting and gaming offers (lotteries, Toto). If the provider uses a smaller odds key that allows a higher payout ratio of even 90 percent, the product of the multiplied payout ratios is also significantly higher. With a minimum possible combination of 3 match pairings, there is even a higher payout of around 73% of the betting revenue, which is generally higher than with many other betting and gaming offers. If an event chosen is cancelled, that bet will not be taken into account. The odds for the cancelled event will then be set to the neutral value of 1 or will be counted as a "non-starter". This means that there will be no disadvantage for the customer.

#### Total payout odds for combination bets

Number of events in the bet	Cumulative payout odds (percent)	
1	80 %	90%
2	64 %	81%
3	51 %	73%
4	41 %	66%
5	33 %	59%
6	26 %	53%
7	21 %	48%
8	17 %	43%
9	13 %	39%
10	11 %	35%

#### 13.1.7 Multiple combination bets, system bets

To reduce the risk of making incorrect predictions, multiple combination bets (system bets) can be submitted.

This can actually increase the chances of winning.

Several bets for match pairings on one betting slip may be submitted to cover different outcomes. If only one bet is submitted, only one of the prediction options can be covered. If several different bets are submitted, the probability of winning also increases. If two different bets are submitted at the same time, two of the options may be covered, if three bets are submitted, three prediction options are available, and so on. The probability of winning increases to the same extent: with two bets, it is twice as high, with three bets, three times as high, and so on, as it would be with just one bet. However, each bet costs additional funds, since it is a separate bet.

Basically, all mathematically possible combination bets “x” are bet on individually from a given number of events “y”. This is simply a shortened form of multiple individual combination bets on a betting slip, which would otherwise have to be submitted individually.

### 13.1.8 Multiple combination bets (x from y)

Number of events (Y)	(x=1)	(x=2)	(x=3)	(x=4)	(x=5)	(x=6)	(x=7)	(x=8)	Max. number of bets
	1	2	3	4	5	6	7	8	
	from y	from y	from y	from y	from y	from y	from y	from y	
2	2	1							3
3	3	3	1						7
4	4	6	4	1					15
5	5	10	10	5	1				31
6	6	15	20	15	6	1			63
7	7	21	35	35	21	7	1		127
8	8	28	56	708	56	28	8	1	255

The table above shows all possible single and multiple combinations for up to 8 different events. For example, the customer may select ten different 3-way combination bets for 5 betting events (3 out of 5) or fifteen different 4-way combination bets for 6 betting events (4 out of 6). If the customer wishes to bet on all possible betting combinations for 5 events (2 out of 5, 3 out of 5, 4 out of 5 and 5 out of 5, plus the single bets), he would have placed 31 different bets and paid a stake 31 times.

The payout rate for these 31 bets does not increase as a result, as each prediction of the bets submitted is evaluated individually and there is an overall odd for each prediction according to the provider's odds key.

## 13.2 General information on the stake

**Minimum per bet: 1 euro.**

**Maximum per bet: up to 500 euros or according to the agreement or the winning limit.**

The minimum stake for a single bet is generally 1.00 euro. The maximum (permissible) stake is limited to 500.00 euros (maximum bet amount) per bet or by the winning limit per bet (maximum payout amount). The lower limit applies to the customer's bets. For smaller sporting events, only up to 200 euros per bet is generally accepted. Higher stakes are possible on request and by special agreement with the provider or betting operator.

The winning limit per bet, which is more important for the customer, is set in accordance with Tipwin's terms and conditions and depends on the quality, popularity and trustworthiness of the sporting event. If different sports are predicted in a bet, the winning limit is based on the "worst" sport in each case.

For example, if the winning limit of a bet is 10,000.00 euros, the stake limit can vary depending on the total odds of the bet. If the total odds of the bet are 40 for 1, a total of 250 euros can be set as the stake. For example, if the total odds of the bet are 400 for 1, a maximum of 25 euros can be set as the stake. The highest total odds of the bet are noted on the betting slip for the customer's information.

## 14. Severability clause / Enforcement

If individual provisions of these terms and conditions are (or become) ineffective or unenforceable, the effectiveness of the terms and conditions remains unaffected. Tipwin reserves the right to change, amend or adapt these general terms and conditions at any time.

These terms and conditions are enforced immediately after they are published on the Internet or in the premises of the respective betting agency.

These terms and conditions are as of June 2024