



PULLFOX POLICIES

Responsible Play

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Ripping packs should feel like a trip to a good card shop. These tools are built in, and you can use them from your first day.

1. Tools in the app

- 1.1 **Spend limits:** daily, weekly and monthly, in your wallet. We refuse any pack that would go over a limit, before anything is charged. Lowering a limit works at once; raising or removing one takes 24 hours.
- 1.2 **Time reminder:** a check-in after 30, 60 or 90 minutes showing your time and spend this session.
- 1.3 **Take a break:** pause buying for 24 hours, 7 days or 30 days. Deposits, offers and promotional emails stop too; your vault, deliveries and withdrawals keep working. A break can't be ended early.
- 1.4 **Your ledger:** everything you've deposited, spent on packs, pulled, sold back and withdrawn, in one place.

2. Self-exclusion

If you need a longer stop, email hello@pullfox.com from the email on your account and ask to self-exclude.

- 2.1 Choose 6 months, 1 year, 5 years or permanent. We set it up within 1 business day and confirm by email.
- 2.2 While it lasts:
 - you can't buy packs, deposit or get offers;
 - we send no marketing;
 - any new account linked to you starts excluded too.
- 2.3 It can't be shortened or canceled.
- 2.4 Your balance remains yours to withdraw, and your cards remain yours to ship or sell back.
- 2.5 When a timed exclusion ends, your account opens again with the limits you had before.
- 2.6 You can also block Pullfox and similar sites on your devices with free tools such as Gamban or BetBlocker.

3. Signs to watch for

- 3.1 Spending more than you planned, or more than you can afford.
- 3.2 Opening "one more" pack to make up for a disappointing one.

- 3.3 Borrowing money, or using money meant for bills, to buy packs.
- 3.4 Hiding how much you spend from people close to you.
- 3.5 Feeling anxious or low when you can't open packs.

If any of these sound familiar, take a break or set a limit now. Talking to someone helps.

4. Free, confidential help

- 4.1 **1-800-GAMBLER** (call or text): the National Council on Problem Gambling's helpline, free and confidential, 24/7. Also chat at ncpgambling.org.
- 4.2 **Gamblers Anonymous**: free meetings, in person and online, at gamblersanonymous.org.
- 4.3 **988 Suicide and Crisis Lifeline**: call or text 988 if you're in crisis.

5. Adults only

Pullfox is for adults 18 and over. We check age at sign-up and again before the first withdrawal. If you share a device with someone younger, keep your sign-in private and consider parental controls. If you believe someone under 18 is using Pullfox, write to us and we'll close the account.

6. Our part

- 6.1 Your level, missions and streaks never ask you to spend, and never change anyone's chances.
- 6.2 We don't send promotions during a break or a self-exclusion, or to anyone who didn't agree to them.
- 6.3 Every pack shows its chances, and we show every pull in the live feed, not only the best ones.
- 6.4 If we're concerned about someone's spending, we may contact them and, if needed, suspend their account.

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