



The Rummy Federation



Code of Conduct

For online rummy operators

Version 1.0

Code for Conduct Objective

The aim is to prescribe and enforce a range of measures for online rummy operators that would bring more responsibility to their operations and enhance their credibility and integrity.

To protect **underage people** from playing online rummy

To protect **vulnerable persons** from playing beyond their means

To ensure that the games are **fair and transparent**

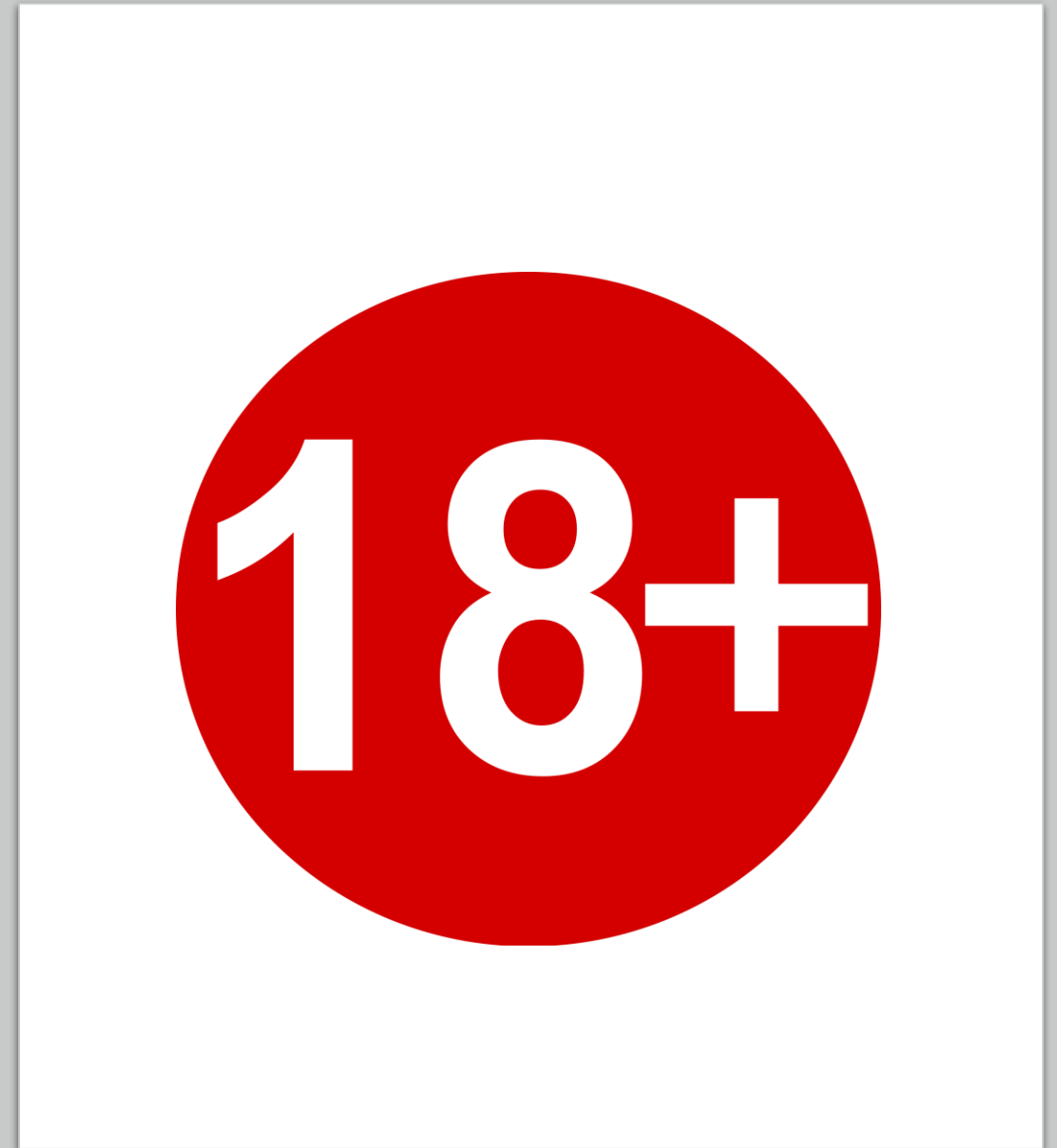
To keep the game **clean** from undesirable activities such as fraud and money laundering

To encourage operators to conduct their operations in a responsible manner

General Principles

Minimum Age

- The standards mandate that players under the age of 18 should not be allowed to play online rummy.
- The Operators shall display +18 at prominent locations as prescribed in the Code.



Prevention of Money Laundering

- The operators Terms and Conditions must mandate compliance with International laws on the prevention of money laundering for all players
- The operators must comply with the KYC and user account security policies mandated by the Code

Player Protection

- The Code mandates encryption requirement for the data exchanged between the player and the operators' Website or App
- The Code mandates compliance with the Data Security laws and practices
- The Code mandates that players' funds held by the operator in trust should be held separately in a bank account and shall be free from any encumbrance
- The Code provides for strict timelines to process withdrawal requests

Assisting Vulnerable Players

- Operators must provide a self-assessment questionnaire to players in their Site and assist them in following responsible gaming practices

Accountability

- The Operators must have a Random number generator certification
- The operator is prohibited from using BOTS in any manner whatsoever
- Operators must have a process to detect and stop multiple accounts created by players
- Operators must have a complaint resolution process and an escalation matrix
- Operators must have maximum deposit limits
- Operators must provide the players an option to self-exclude for periods specified in the Code

Advertising

- All advertisements must adhere to advertising guidelines provided under the Code
- Amongst these conditions, one requirement is that the operators must get all banner ads be approved by CAP, UK

Audits

- The Operators will be periodically audited by TRF to ensure compliance with this Code of Conduct
- TRF will be entitled to conduct an investigation even if any non compliance is reported at any time against any operator
- Operator's Website or App's certification shall be dependent upon a positive report issued by the auditors appointed by TRF

Suspension and Cancellation

- The TRF Dynamic Seal can be suspended and cancelled when non-compliance is reported in the course of an audit of the operator and the reported violations are not rectified by the operator within the permitted time.

TRF Dynamic Seal

- A digital certificate granted to operators who qualify on all the requirements of this Code
- It is available only through the TRF Dynamic Seal Verification System
- The image of the seal has a hyperlink to the TRF website pointing to the actual Certificate issued to the Operator



TRF Certification

- In an industry-first effort, TRF presented accreditation seals to four online rummy operators namely Ace2three, Junglee Rummy, Rummy Circle and Rummy Passion in December 2019
- The seal is a sign of assurance on compliance of these operators to TRF 'Code of Conduct' which has been put in place to protect the interests of players



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