

Black Desert Operational Policy

1. General Principle

Definition of Operational Policy

- This Operational Policy contains information members (refers to a person who agreed to the Terms of Service; hereinafter referred to as "member") should acknowledge and understand while using the services provided by Pearl Abyss (hereinafter referred to as "Company") and the operational guidelines and criteria—penalties and/or repercussions (hereinafter referred to as "restriction") for violating the terms and conditions ("Terms"); appeal process for restrictions; recovery support policy—for members playing the online game (hereinafter referred to as "game") provided by Pearl Abyss.
- In accordance with Article 14.2 of the Terms of Service, members are obligated to comply with all the provisions of this Operational Policy. If a member violates the Operational Policy, the member shall be deemed to have also violated the Company's Terms of Service. In such an event, the member may be subject to restrictions in accordance with the Operational Policy and Terms of Service.
- Any matters not aforementioned in this Operational Policy shall be governed by the Terms of Service, and any matters other than that shall be governed in accordance with the relevant laws/regulations and/or general social norms.
- This Operational Policy applicable to the Black Desert game service.

Operational Policy Changes and Notifications

- The Company reserves the right to revise and/or amend the Operational Policy in order to provide better services. Amendments and revisions shall be made easily available (website notice, email notification, etc.) to members by way of notification.
- Members are advised to periodically check our notices and emails for any revisions/amendments to the Operational Policy, as the Company shall not be held liable, unless otherwise stipulated by the relevant laws/regulations, for any damages and/or disadvantages caused by misapprehension of any amendment or revision.

Definition, Role, and Responsibility of a GM

- GM stands for "Game Master." GMs shall process members' inquiries and requests in accordance with the procedures and methods set forth in the Black Desert Operational Policy to ensure the proper operation of the game and the management of members' rights to use the game.
- GMs shall strive to quickly address and respond to service related issues in order to ensure a stable service of Black Desert.

- GMs shall not engage in disputes between members. However, if the content of the dispute between the members is deemed to be a serious matter relevant to the operation of the game (such as break down of game order, violation of actual law or public order, etc.), appropriate measures may be taken in accordance with this Operational Policy.
- GMs are strictly prohibited from offering benefits to specific members and from providing information about upcoming Black Desert services, including updates and events, unless an announcement has already been disclosed to the general public.
- GMs shall not request or change/disclose a member's personal information within the game. However, when requested to provide personal information through a legitimate process by a government agency or a judicial authority etc., the Company may provide personal information to the agency concerned.

Rights and Obligations of Members

- Members shall acknowledge and understand this Operational Policy. The Company is not obligated to provide assistance in the event of problems or harm caused by the member's failure to observe the Operational Policy.
- Members shall provide correct and accurate information when registering for membership. If false, stolen, and/or inaccurate information is provided, the member may be restricted from utilizing the services. In addition, this member shall no longer be entitled to the protection of their rights regarding their account information.
- The Company holds ownership of all game content, such as in-game characters and items. Members can receive guidance and support in resolving any issues that may occur while using the game by inquiring through Customer Support.
- Members shall report any problems, such as bugs or game system errors, found while using the services of the Company, and shall not disseminate the problems to other members or utilize the problems for unauthorized purposes. In the event the member does not report the occurrence of such problems and uses with the intent of gaining advantages, the member may be restricted from using the services in accordance with the Operational Policy for bringing harm to other members.
- Members may be restricted from using the services if they are found to have circulated or disseminated false information which has not been officially announced by the Company, and in doing so, causing confusion to other members.
- Members may be restricted from using the services in the event members violate any of the provisions stipulated in the [7. Table of Restriction Criteria].
- The Company shall not be liable for any loss incurred from the inability to access the game as a result of a member being restricted from using the services.
- Members shall respect the rights of other members; this is an online game where many members play at the same time.
- Members shall be responsible for the protection and management of their account information. The Company

shall not be liable in the event of any damages caused by a third-party using their account information as a result of the member's negligence in protecting and managing their account information.

2. Recovery Support Policy

In the event a member's item/character is lost and/or data is changed due to a technological error of the Company, recovery support of the lost item/character or changed data will be granted if the details of the error are clearly verified by the in-game records, and the recovery does not unduly impact the game balance.

Member's character and item data is always subject to change, modification, or deletion according to game design or operational judgement; recovery support will not be granted in such cases.

In principle, losses that occur due to member's failure to acknowledge and understand the details of the game system, Operational Policy, in-game notices, and notices on the website or due to the member's negligence are not eligible for recovery except for the losses enumerated under [3. Table of Recovery Support Criteria]. Recovery for each category will be processed based on the recorded data, and any losses that do not have record cannot be recovered.

Request for recovery shall be made within 15 days from the date of loss through our Customer Support on the website.

For the affiliated services, recovery support services that require verification of the member's account information may be subject to limitations.

3. Table of Recovery Support Criteria

Recovery is subject to the Table of Recovery Support Criteria below. For cases not listed below, the general principles of recovery will determine whether or not a recovery is possible

Category	Details and Specifics	Recovery Support	Notes
Account	Deleted accounts	X	<ul style="list-style-type: none">Accounts deleted after the 15-day wait period cannot be recovered since the personal information was also deleted
Character	Characters accidentally/mistakenly deleted	O	<ul style="list-style-type: none">Recovery is limited to twice a year per accountCharacter data is recovered to the same state as at the time of deletionIf the name of the character to be recovered already exists/is in use, the name of the deleted character will be arbitrarily changed before recoveryRecovery is not possible if there are insufficient character slotsCharacters below level 10 cannot be recovered

Mount	Account owned mounts (donkeys, horses, camels, wagons, ships, etc.)	O	<ul style="list-style-type: none"> • Recovery is limited to once a year per account • Recovery is possible for mounts sold to NPCs or Imperial Horse Delivery • All items and silver obtained from selling the mount will be withdrawn • Mounts lost from breeding, exchanging, or being sold on Horse Market cannot be recovered • Status of the recovered mount may differ from its status at the time it was sold
	Guild owned mounts (ships, elephants)	O	<ul style="list-style-type: none"> • Recovery is limited to once a year per account • Deleted/discarded mounts may be recoverable • Only the guild master can apply for recovery
Quest	Selected the wrong item after completing a quest	X	
Event and Challenge	Selected the wrong optional/pick reward for an event or Challenge	X	
Fairy	Fairy related changes (all changes to Fairies such as release, sprout, rebirth) Items used for Growth	X	
Item	Items lost due to a character's death (including character EXP)	X	
	Items mistakenly/accidentally purchased from an NPC shop	O	<ul style="list-style-type: none"> • Recovery is limited to once a month per account • Items cannot have been opened/used/equipped • Mistakenly/accidentally purchased items with randomly set prices (such as from the secret shop) are not eligible for recovery • Items purchased through the Central Market/Marketplace are not eligible for recovery

Items mistakenly/accidentally sold to an NPC shop	○	<ul style="list-style-type: none"> • Recovery is limited to twice a month per account • All items and silver obtained from selling the item will be withdrawn • Items mistakenly/accidentally sold through the Central Market/Marketplace are not eligible for recovery
Items mistakenly/accidentally deleted	○	<ul style="list-style-type: none"> • Recovery is limited to twice a year per character • Items with expiration dates/usage periods cannot be recovered • Certain items may not be recoverable to the same state as at the time of deletion • Exception: Recovery for paid content will be based on the record at the time of deletion • Character-bound paid items (Pearl Items) will be recovered to the Pearl inventory of the same character • Exception: Excludes items which can be recovered through the item recovery feature/function within the game
Items mistakenly/accidentally lost due to Extraction	○	<ul style="list-style-type: none"> • Recovery is limited to once a year per character • Recovery is only possible for Black Stone extractions • Items with expiration dates/usage periods cannot be recovered • Certain items may not be recoverable to the same state as at the time of deletion
Items with downgraded enhancement levels from mistakenly/accidentally using the Cleanse system	○	<ul style="list-style-type: none"> • Recovery is limited to once a year per account • Recovery is only possible if there have not been any enhancement attempts made on the item after it was Cleansed.
Items lost by accidentally/mistakenly deleting in-game mail	X	<ul style="list-style-type: none"> • Deleted in-game mail (including attached items) cannot be recovered
Items used in Cooking, Alchemy, and Processing	○	<ul style="list-style-type: none"> • Recovery is limited to twice a year per account • Recovery is limited to only the first task, and not possible for mass production • Items used in game content which include probabilistic (“chance-based/random number generator”) outcomes/rewards cannot be recovered • Items other than weapons, gear, and accessories cannot be recovered • Recovery may not be possible for Life EXP and similar data

	Items dropped by monsters in an accessible location	X	<ul style="list-style-type: none"> • Recovery is not possible as the owner of the item(s) dropped by the monster(s) cannot be verified
	Items with downgraded enhancement levels due to failed enhancement attempts	X	<ul style="list-style-type: none"> • Any item(s) consumed in the enhancement attempt cannot be recovered • Numbers for Enhancement Chance Increase (stacks) consumed in accidental enhancement attempts cannot be recovered
	Request for an item to be deleted (Item cannot be deleted by the member)	O	<ul style="list-style-type: none"> • Deleted items (deleted with member's consent) cannot be recovered
Guild (includes Clan)	Items purchased by mistake/accident from the Guild Shop	O	<ul style="list-style-type: none"> • Recovery is limited to once a year per account; recovered silver will be sent to Guild Storage • Only the guild master can apply for recovery • Exception: Recovery is not possible if the guild master changes after the purchase • Items cannot have been opened/used/equipped • Guild activity and other individual data cannot be recovered ※ Guild funds (excluding Welfare funds) are recoverable
	Items used for accepting or progressing guild quests	X	
	Recovery of a disbanded guild (clan)	X	
	Recovery of items in guild storage (includes guild crafting items)	X	<ul style="list-style-type: none"> • Items and/or silver in guild storage cannot be recovered • Even if items and/or silver in guild storage are accidentally or intentionally lost by a guild member, they cannot be recovered

Pearl Shop	Purchased the wrong item(s) from the Pearl Shop	○	<ul style="list-style-type: none"> • Recovery is limited to once a month per account • Must be within 15 days from the date of purchase • Items must be unopened/unused/unequipped • Items will be recovered to the same character as the character at time of purchase • Items with time-limits will be recovered with the period remaining at time of the recovery date • Coupons used at the time of purchase cannot be recovered • Pearl refunds are not possible for products with bundle discounts, such as set creator discounts • Items with an expiration date/usage period that begins at time of purchase cannot be recovered
	Items gifted by mistake/accident through the Pearl Shop	○	<ul style="list-style-type: none"> • Recovery is limited to once a month per account • Must be within 7 days from the date the gift was received • At the request of the gift giver, the Pearls will be refunded once the gifted items have been removed/withdrawn • Exception: Recovery is not possible if the gift receiver has collected the item(s) from the mail • Recovery is not possible if the gift receiver does not agree to the removal/withdrawal of the item <p>※ Gifted items—among those ‘Underwear, Accessories’—categorized by class that are unopened, unequipped, and cannot be registered on the Central Market can be exchanged once for the same item under a different class. (e.g. [Ranger] Lazies Underwear can be exchanged for [Sorceress] Lazies Underwear)</p> <p>※ Exchange is not possible if the same gifted product does not exist for the class</p>
Loyalties	Purchased the wrong item(s) on the Loyalties tab	○	<ul style="list-style-type: none"> • Recovery is limited to once a month per account • Must be within 15 days from the date of purchase • Items must be unopened/unused/unequipped • Items will be recovered to the same character at the time of purchase • Items with time-limits will be recovered with the period remaining at time of the recovery date
Fraud	Damage from fraud (Cases where the intent to commit fraud is clearly identifiable through the in-game records)	○	<ul style="list-style-type: none"> • Retrieval is limited to twice a year per account (January 1 - December 31) • Retrieval is not possible if the item has been used or consumed • Retrieval is not possible regarding fraud during real-money transactions <p>※ Retrieval means an item that was the subject of fraud will be returned in the same state it was changed to by being exchanged/sold/purchased/consumed/enhanced/etc.</p>

※ Recovery will be limited regarding cases where items are lost intentionally by a member, in violation of system settings, or possibly abusable within the game.

※ Cases/recovery requests due to changes in opinion/buyer's remorse for reasons such as update or changes to item settings, etc. are not eligible for recovery.

※ Recovery for each case is processed based on recorded data; if records do not exist, the recovery is not possible.

※ Limits on the number of times a recovery can be fulfilled is set per account. Members are asked to manage and protect their accounts accordingly. Requesting recovery due to stolen information will be counted towards the limit even if the account is shared by multiple people.

※ In the event the Operational Policy is violated by abusing the item recovery and other services, there may be restrictions from using the game.

4. Website Operation and Posting Policy

The Company may temporarily suspend website services for the purpose of improving the quality of services and/or maintenance.

This Posting Policy is an operational policy that applies to the forum/bulletin board/posting service of the Black Desert website.

Post/Posting refers to text, image, audio or information (written work, art, or video that is comprised of any of the previous three) in association with the use of the Black Desert website services, such as the member forum/bulletin board.

In order to establish a healthy and safe community culture that is shared by all, posts or content may be moved or deleted without prior notice in accordance with the [5. Table of Restriction Criteria for Inappropriate Website Posts].

The Terms of Services shall govern cases not listed in the Posting Policy. If the contents of the Terms of Services differ from the Posting Policy, then the contents of the Posting Policy shall prevail.

5. Table of Restriction Criteria for Inappropriate Website Posts

In the event any of the acts described in the following "Table of Restriction Criteria on Inappropriate Website Posts" are identified, the relevant posts and comments shall be deleted by the Company. Further, the erring member may be subject to the restrictions on posting/commenting on the website (1-day posting restriction for 1st violation, 3-day posting restriction for the 2nd violation, 7-day posting restriction for the 3rd violation), and permanent restriction on website posting may be imposed for the 4th violation or further.

Category	1st Violation	2nd Violation	3rd Violation	4th Violation	Severe Violation
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Table of Restriction Criteria for Inappropriate Website Posts	Post/Comment Deleted - Restriction on Posting (1 Day)	Post/Comment Deleted - Restriction on Posting (3 Days)	Post/Comment Deleted - Restriction on Posting (7 Days)	Post/Comment Deleted - Permanent Restriction on Website Posting Privileges	- Permanent Restriction on Website Posting Privileges - Permanent Restriction for Game Services
<p>“Inappropriate Posts” may mean or refer to an act in any of the following subparagraphs.</p> <p>(1) Act of posting any of the following:</p> <ul style="list-style-type: none"> • Posts that infringe on the rights (copyright, patent, etc.) of the Company or third parties • Posts that harm the reputation of the Company or third parties • Posts that contain personal information (personal identification information, location, contact, email, etc.) • Posts that cause sexual degradation, disgust, discomfort or similar to others • Posts that are intended to defame or harass others (including personal attack and rumors) • Post with the intent of commercialization/profit (prize giveaway, product advertisement, website/game promotion) • Posts that contain malicious code or induce system failure • Posts that have a strong ideological/religious tone • Posts that announce or promote unauthorized programs, private servers, and similar • Posts that maliciously disseminate false information regarding a particular individual and/or company • Posts that cause confusion or direct/indirect harm to the Company or others by disseminating unconfirmed information • Posts that degrade or discriminate against a race, gender, or a particular region. • Post that promotes or slanders a particular religion or ideology • Posts that are related to real money trading or item trading • Posts that are related to the act of sharing, renting, or trading account information with others • Posts that impersonate others, including GMs, bulletin board/forum operators/admins, or Company employees • Posts that incite violence, wrongdoing and/or gambling • Posts that are related to acts violating the Terms • Posts that are unrelated to the nature of the bulletin board/forum or detrimental to the community • Posts that are prohibited by other Terms, the policy of each bulletin board/forum, and any relevant laws/regulations <p>(2) An act of interfering with the operation of the forum/bulletin board by making a large number of posts in a short time or repeatedly posting the same content</p> <ul style="list-style-type: none"> • If an inappropriate post is identified, the Company shall restrict the post registrant in accordance with this provision, and the post will be deleted/moved, or made unviewable by the person who wrote the post as well as any commentators. <p>※ In the event there is significant enough cause, such as but not limited to causing severe damages to the Company/other Members, or violation to the relevant laws/regulations, the</p>					

	<p>Company reserves the right to dispense with the scale of penalty on posting restrictions and permanently restrict the erring member on the website service and/or on Black Desert game service immediately.</p>
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6. Use Restriction Policy

Restriction and Reporting Process

- The restrictions and reporting process for the violation of the Terms of Service and Operational Policy are as follows.
- Act of violating the Terms/Policy → (Reported) → GM investigates → (Prior Notice) → Restrictions → Appeals → Notification with results of appeal
- Reporting "Fraud", "Inappropriate Language", and "Account Hijacking" is only possible within 15 days of being

harmful by the "Fraud", "Inappropriate Language", and "Account Hijacking".

- The Company shall strive to respond to a member regarding the progression of their case within 48 hours after the Company receives the member's report. However, if time is required to identify and uncover the facts, the response time may take up to 15 days.

- The Company shall notify the member of the restriction details, the reason for the restrictions, etc. by email, client messages, etc. at the time of restrictions. However, for certain acts that are specified separately in the Terms of Service, the Company may instead provide post-notification.

How to Send Reports, Inquiries, and Appeals

- Customer Support: Members can inquire/request/suggest anything related to the game services, including regarding accounts, and submit appeals regarding restrictions through the website's Customer Support.

Possible Appeal Effect:

- If the objection made by the member is deemed reasonable, the Company shall remove the restrictions imposed on the member and recover adjusted items, etc.

Restriction Types

- Warning: GM's warnings/recommendations, activity restrictions, character/family/guild name changes, deletion of post/images, being forcibly exited from the game, and includes other temporary restrictions

- Period-based Restrictions: restrictions to the use of game service and related services (game login, community forum, etc.) for a certain period of time.

- Permanent Restrictions: permanent restrictions to the use of game service and related services (game login, community forum, etc.).

- Temporary Restrictions: temporary restrictions to the use of game service and related services (game login, community forum, etc.) in order for the Company to check bugs, certain effects, and to ascertain the damage caused to ascertain any suspicion of violating the operational policy. If the proper usage of the game isn't clarified within the appeal period, Temporary restriction will be maintained. Even if the it has been clarified during the appeal period, if any hard evidence of abnormal use of the game is found afterwards, the account will be permanently restricted.

- Content Restriction: temporary restrictions to the use of game content due to acts that violate said game content. This includes actions such as obscuring chat, and content restrictions may be applied on a per account, guild, or clan basis.

- Community Restriction: temporary restrictions to the use of website's community forums/boards.

- Hardware Restriction: Certain hardware will be restricted from accessing the game for violating the operational policy.

- Adjustment of Game Data: changes, deletions, and resets to the properties of any numerical data that can be obtained through the game systems, such as Family/Character information, items, paid content, and silver, which

are related to any violating acts.

- Retrieval: if a violation is deemed to have a severe impact to the entire system of the game economy or negatively impacts other members' gameplay, 3 times the value of the items gained unfairly through the violation may be changed, deleted, or reset. However, up to 200 billion silver may be collected if the amount unfairly gained cannot be clearly calculated.

- Customer Support Restriction: restrictions to the use of Customer Support services for a set period of time.

The criteria for restrictions are as follows.

- The Company reserves the right to impose "Adjustment of Game Data", "Retrieval", and "Content Restriction" at the same as imposing "Warning", "Period-based Restriction", and "Permanent Restriction".

e.g.) An account restricted for 7 days due to "Bug Abuse (Minor)" may also be imposed with "Adjustment of Game Data" at the same time.

- If two or more acts that violate the Terms are identified, the Company may impose restrictions based on the most serious violation to each act.

e.g.) In the event an account engaged in the act of "Bug Abuse (Minor)" and "Real Money Trade", the restriction imposed will be "Permanent Restriction" based on the more serious violation.

- If a third-party uses a member's account and violates the Terms of Service and/or Operational Policy while sharing an account, restrictions may be imposed on the member and the account.

e.g.) If any account engages in an act of "Unauthorized Program Use", the account will be restricted even if the member did not engage in the act themselves.

- If a member acquires an item obtained by a member violating the Terms of Service and Operational Policy, the Company shall retrieve this item and all related numerical data from the Character/Family. In addition, the account that acquired the item and data may be subject to restrictions in accordance with the Operational Policy.

e.g.) If a member receives an item(s) acquired by another member in violation of Terms of Service and/or Operational Policy through "Fraud", "Real Money Trade", "Bug Abuse", "Speculative Behavior (Gambling)", "Payment Theft", "Use of Unauthorized Programs" etc., the Company shall retrieve the item(s) and may impose game use restrictions on the account that obtained the item(s).

- If the category of a restriction is changed through an appeal after a restriction is imposed according to the Table of Restriction Criteria, the restriction period will be retroactively changed from the start date of the previous restriction.

e.g.) If an account restricted for "Payment Theft" appeals to have the restriction category changed to "Real Money Trade", the restriction period of 30 days will be applied retroactively from the start date of the previous restriction. However, if the restriction period is already over, the restriction will be removed the following day after the appeal is approved.

- If access to the game is not available due to game restrictions, the logins missed during the restriction period will not be counted towards the Returning Adventurer period.

7. Table of Restriction Criteria

If any act listed in the "Table of Game Restriction Criteria" and "Table of Chatting Restriction Criteria" below are committed, the member who committed the act may be held legally liable and be subject to the robust restrictions and penalties as imposed by the Company. The list of violations enumerated hereunder is not exclusive and may include other offenses which constitute as violations of the Terms of Service, related laws, and acts that severely impact the balance or systems in the game, which may result in restrictions that are not included in this Operational Policy.

Depending on the severity of the violation committed by the member - Warning, Period-based Restriction, Permanent Restriction, Retrieval, Penalty, etc. may be imposed. In addition, depending on the violation, two or more restrictions can be imposed at the same time, in which case, the Company shall impose restrictions based on the most serious violation.

Even if several members violate the same matter, the Company may judge which restrictions should be imposed among: Warning, Period-based Restriction, Permanent Restriction, Retrieval, Penalty, etc., depending on the severity of the act.

Other than that, if a member's act is found to be contrary with relevant laws and regulations, the Company will immediately take strong actions of restrictions and the Company can ask for investigation or help to the authorities concerned and judicial authorities, and vice versa, the Company will respond immediately in case there are requests from the authorities concerned and judicial authorities for cooperation.

Violation	Details	1st Violation	2nd Violation	3rd Violation	Retrieval/ Additional Penalty
Account Hijacking	"Account Hijacking" refers to the following: (1) An act of causing harm to the account data etc. (family, character, item, pearl, loyalties, etc.) through unauthorized access to another member's account (2) An act of using another person's personal information to use the service ※ In the event of Account hijacking, verification and investigation is only possible for	Permanent Restriction			

	harm related to the Black Desert account		
Payment Theft and Failure to Pay	<p>"Payment Theft" and "Failure to Pay" refers to the following:</p> <p>(1) An act of making payments for service use, etc. through unauthorized access to another person's payment method</p> <p>(2) An act of not paying for services within a timely manner</p>	Permanent Restriction	
Violation of Law	<p>"Violation of Law" refers to the following:</p> <p>(1) An act of violating (contrary to) the governing law</p> <p>(2) An act of violating (contrary to) the law that is identified by an outside agency (organization)</p>	Permanent Restriction	
Identity Theft	<p>"Identity Theft" refers to the following:</p> <p>(1) An act of using another person's personal information to create an account</p> <p>(2) An act of using another person's personal information to use the services</p>	Permanent Restriction	
Account Trade	<p>"Account Trade" refers to the following:</p> <p>(1) An act of trading an account or a character in an account in relation to the matters that fall into the "Real Money Trade" category e.g.) The act of buying or selling a Black Desert account in exchange for real money.</p> <p>(2) An act of exchanging an account or a character in an account with another person's account or a character in another person's account</p> <p>(3) An act of communication between a seller and buyer with the intent of trading accounts is</p>	Restriction (365 days)	Restriction (10 years)

	<p>identified by the records</p> <p>(4) An act of helping, promoting, or attempting the acts of (1) - (2)</p> <p>※ The Company shall not be liable for any damages that may occur as a result of Account Trade.</p> <p>※ Regardless of whether the account has been sold and purchased, in the event an act of using another person's account information to use the services is identified, the account shall be restricted in accordance with the restriction criteria of "Identity Theft".</p>			
Real Money Trade	<p>"Real Money Trade" refers to the following:</p> <p>(1) An act of trading items, in-game goods, etc. with money or real goods/services e.g.) An act of trading game money with real money</p> <p>(2) An act of trading items, in-game goods, etc. with the items of another game</p> <p>(3) An act of trading paid content with real money/goods</p> <p>(4) An act of trading paid content with items (including items from other games)</p> <p>(5) An act of making another person raise a character in exchange for money or real goods/services</p> <p>(6) An act of manipulating market prices by repeatedly trading certain items to transfer in-game goods in exchange for money or real goods/services</p> <p>(7) An act of communication between a seller and buyer where the intent of real money trade is verified by the records</p> <p>(8) An act of helping, promoting,</p>	Restriction (30 Days)	Restriction (365 Days)	Restriction (10 Years)

	<p>or attempting the acts of (1) - (6)</p> <p>※ The Company shall not be liable for any damages that may occur as a result of Real Money Trade.</p> <p>※ The Company reserves the right to delete all items derived or related to real money trade, including goods, and in-game data</p>				
<p>Trading Between Accounts</p>	<p>“Trading Between Accounts” refers to the following:</p> <p>(1) Any act of moving silver, in-game goods, etc. between specific accounts through the repeated abnormal use of the market</p> <p>e.g.) An act of making multiple crafted items to repeatedly trade between specific accounts for the purpose of moving silver, in-game goods, etc.</p> <p>e.g.) An act of repeatedly trading items that are more expensive on the market than from NPC vendors between specific accounts to move silver, in-game goods, etc.</p> <p>e.g.) An act of repeatedly trading rarely-traded items with high enhancement levels between specific accounts to move silver, in-game goods, etc.</p> <p>e.g.) An act of repeatedly selling/purchasing certain items on the market between specific accounts to move silver, in-game goods, etc.</p> <p>e.g.) An act of intentionally raising the sale price of items and repeatedly trading the items between specific accounts to move silver, in-game goods, etc.</p> <p>(2) An act of abnormally moving</p>	<p>Restriction (365 Days)</p>	<p>Restriction (10 Years)</p>		<p>O</p>

	<p>silver, in-game goods, etc. between specific accounts through the abnormal use of standard game systems other than the market</p> <p>e.g.) An act of moving silver, in-game goods, etc. between specific accounts through the use of normal game systems, such as the Horse Market, Guild Fund, etc.</p> <p>※ Due to the game characteristics of Black Desert, the trading of in-game items and goods (excluding some consumables) between specific accounts is strictly prohibited, as the act directly threatens the game economy.</p>			
Market Abusing	<p>“Market Abusing” refers to the following:</p> <p>(1) An act of harming other members by manipulating the market price of an in-game items e.g.) An act of repeatedly trading at the highest/lowest price in order to manipulate the market price of a specific item e.g.) An act of intentionally making purchases and/or sales repeatedly in order to manipulate the market price of a specific item</p> <p>(2) An act of spreading false information to manipulate the market price of a specific item</p> <p>(3) An act of abnormally making a large number of trades for a certain item through the market</p> <p>(4) An act of promoting or helping the acts of (1), (2)</p>	Restriction (365 Days)	Restriction (10 Years)	○
Attempting Trading Between Accounts and/or Market	<p>“Attempting Trade Between Accounts and/or Market Abusing” refers to the following:</p> <p>(1) An act of assisting, spreading, or promoting any of the acts in</p>	Restriction (365 days)	Restriction (10 Years)	○

Abusing	<p>the Trading Between Accounts category.</p> <p>(2) An act of assisting, spreading, or promoting any of the acts in the Market Abusing category</p> <p>※ If an act of "Attempting Trading Between Accounts and/or Market Abusing" is continuously done in a repeated manner for profit, the Company may impose "Permanent Restriction" for the first violation.</p> <p>※ If a member chats about "Attempting Trading Between Accounts and/or Market Abusing", the Company may impose Chat Block without prior warning.</p>				
Speculative Behavior (Gambling)	<p>"Speculative Behavior (Gambling)" refers to the following:</p> <p>(1) An act of causing harm to other participants and causing benefits to a certain person in his or her assets and property through an accidental result from betting an item, etc.</p> <p>(2) An act of helping or promoting the progress of (1) above.</p>	Restriction (30 days)	Restriction (365 days)	Restriction (10 Years)	○
Fraud	<p>"Fraud" refers to the following:</p> <p>(1) An act of gaining unfair advantages in the game by cheating other members.</p> <p>e.g.) An act of taking unfair advantages by impersonating an acquaintance of the victims such as guild members, etc.</p> <p>e.g.) An act of manipulating market prices and gaining profits by repeatedly distributing false patch information</p> <p>e.g.) An act of receiving paid content and items from other members after deceiving them that you would give them an item</p>	Restriction (10 Years)			○

<p>Fraud Attempt and/or Impersonation</p>	<p>"Fraud Attempt and/or Impersonation" refers to the following:</p> <p>(1) An act of attempting any act in the "Fraud" category or attempting to gain an unfair advantage through an act of fraud</p> <p>(2) An act of impersonating a GM, company employee, or a related individual</p> <p>(3) An act of impersonating an individual to cause disadvantage or offense to the impersonated individual</p> <p>※ In the event of "Fraud Attempt" by impersonating a GM or the company employee, the Company may immediately impose the penalty of "Permanent Restriction".</p>	<p>Restriction (15 Days)</p>	<p>Restriction (90 Days)</p>	<p>Restriction (10 Years)</p>	
<p>Bug Abuse</p>	<p>"Bug Abuse" refers to the following:</p> <p>(1) An act of gaining advantages or causing damage to other members by abusing game errors or service errors</p> <p>e.g.) An act of gaining profit by repeatedly purchasing and selling items with sales price that are much higher than the purchase price</p> <p>e.g.) An act of duplicating an item by abusing a game error</p> <p>(2) An act of impacting the game balance or game system by abusing game errors or service errors</p> <p>e.g.) An act of using program errors to shut down a server.</p>	<p>Restriction (10 Years)</p>			<p>○</p>
<p>Bug Abuse (Minor)</p>	<p>"Bug Abuse (minor)" refers to the following:</p> <p>(1) An act of gaining a minor advantage by abusing game errors or service errors</p>	<p>Warning</p>	<p>Restriction (7 Days)</p>	<p>Restriction (30 Days)</p>	<p>○</p>

	<p>(2) An act of causing minor damages to other members by abusing game errors or service errors</p> <p>e.g.) An act of attacking other members from unreachable locations by abusing topographical errors</p> <p>※ "Bug Abuse (minor)" may be treated as "Bug Abuse" if the act of "Bug Abuse (minor)" is done in a repeated manner, targeted several members, or is deemed to have caused severe impact on the game balance or system, and depending on the severity of the issue, the Company may immediately impose "Permanent Restriction". (e.g.: Possible to impose "Permanent Restriction" on the 1st violation)</p>				
Monster AI Abuse	<p>"Monster AI Abuse" refers to the following:</p> <p>(1) An act of continuously defeating monsters from specific coordinates where opponents cannot attack the member by abusing "Monster AI"</p> <p>e.g.) An act of continuously defeating monsters from locations where monsters cannot reach and attack the member.</p> <p>(2) An act of gaining experience points or items, etc. in relation to the (1) above</p> <p>e.g.) An act of defeating monsters by abusing monster AI and afterwards acquiring the items using a character of a different account</p>	Warning	Restriction (7 Days)	Restriction (30 Days)	○
Abusing	<p>"Abusing" refers to the following:</p> <p>(1) An act of gaining advantages by avoiding limitations on the</p>	Restriction (7 Days)	Restriction (30 Days)	Restriction (10 Years)	○

	<p>game system design through an abnormal way</p> <p>e.g.) An act of intentionally manipulating the win or loss between opposing groups during RvR/PvP to channel profits to one group</p> <p>(2) An act of abusing the Operational Policy by avoiding limitations in the game system design to gain advantages</p> <p>(3) An act of using in-game systems differently from their intended functions to harm others or abnormally gain advantages</p> <p>(4) An act of promoting or helping the acts of (1) - (3)</p>				
Disrupting Gameplay	<p>"Disrupting Gameplay" refers to the following:</p> <p>(1) An act of disrupting the normal gameplay of a specific member or several members by maliciously using the game/operating system</p> <p>e.g.) An act of disrupting the progression of other members doing an important scenario quest by blocking a path of a certain area.</p>	Warning	Restriction (7 Days)	Restriction (30 days)	
Disrupting Game Operation	<p>"Disrupting Game Operation" refers to the following:</p> <p>(1) An act of disrupting another member's normal usage of the game by abusing GM service or Customer Support</p> <p>e.g.) An act of falsely reporting a normal member as an unauthorized program user or a bug user</p> <p>e.g.) An act of falsely reporting harm from account hijacking, fraud, inappropriate language, etc.</p> <p>(2) An act of disrupting the</p>	Warning	Restriction (7 Days)	Restriction (30 days)	

	<p>normal game operations of the Company by abusing the GM service or Customer Support</p> <p>e.g.) An act of making the same inquiries or reports repeatedly to disrupt the normal operations</p> <p>e.g.) An act of making such inappropriate language, slandering, or provoking sexual humiliation to disrupt the operation of Customer Support</p> <p>(3) An act of insulting and/or threatening the GM by using inappropriate language and other similar acts</p> <p>(4) An act of spreading information that has not officially announced and disrupt the operation of the game.</p> <p>e.g.) An act of spreading information that was gained by manipulating the client</p> <p>e.g) An act of spreading inaccurate information from websites other than the official website</p> <p>(5) An act of disrupting game operations by disrupting/interfering a game-related competition, event, etc.</p> <p>※ The Company may impose restrictions on the use of GM service or Customer Support in the event the acts of disrupting the Company's operation are deemed to be severe</p>				
<p>Spreading False Information</p>	<p>"Spreading False Information" refers to the following:</p> <p>(1) An act of spreading unconfirmed information (such as an occurrence of a bug, etc.) that causes confusion or direct/indirect harm to other members</p>	<p>Warning</p>	<p>Restriction (30 Days)</p>	<p>Restriction (10 Years)</p>	

Data Manipulation and Extraction	<p>"Data Manipulation and Extraction" refers to the following:</p> <p>(1) An act of manipulating the flow of data between a user's device and a company server while the member utilizes the game and services</p> <p>(2) An act of extracting information that has not been disclosed by the Company</p> <p>(3) An act of developing, sharing, distributing, and/or using data manipulation and extraction methods</p>	Permanent Restriction	
Attack on Game and Service Servers	<p>"Attacks on Game and Service Servers" refers to the following:</p> <p>(1) An act of attacking the Company's game and service servers and an act of developing, sharing, distributing, abusing such methods</p> <p>※ If any of above acts are identified, the Company may not only impose permanent restrictions, but also request an investigation by the authorities concerned and judicial authorities</p>	Permanent Restriction	
Producing and Use of Unauthorized Programs and Macros	<p>1) An act of producing or distributing the programs, macros, devices, or equipment (hereinafter referred to as "unauthorized programs") disables the technological protection of the service or disrupts the normal operation of the service</p> <p>2) An act of playing the game using unauthorized programs and macros</p> <p>3) An act where repeated actions similar to the patterns of an unauthorized program user is identified in the game data</p>	Permanent Restriction	O

	<p>4) An act where the Company's security program deems the user of using unauthorized programs and macros.</p> <p>5) The Company's anti-cheat system catches the unauthorized program.</p> <p>※ If a specific device or IP is found to have been constantly using unauthorized programs, the IP and/or hardware will be restricted.</p>		
Gaining Unfair Advantages	<p>"Gaining Unfair Advantages" refers to the following:</p> <p>(1) An act of gaining unfair advantages by being in the same party or guild during the same time as someone who is violating the Black Desert Operational Policy</p> <p>e.g.) An act of gaining unfair advantages by being in the same party or guild as an account using unauthorized programs</p> <p>※ An act of gaining unfair advantages harms other members even if the Operational Policy was not directly violated by the individual, the items unfairly gained will be retrieved as well as 3 times the value of the items in silver.</p>	Restriction (10 Years)	○
Bot (Farm/Cluster)	<p>1) An act of using the game with multiple accounts or through a systematic and collective manner for the purpose of profit</p> <p>2) If your account was part of the above act</p>	Permanent Restriction	
Attempting or Suspicion of Unauthorized Program/Macro Use	<p>Attempting or Suspicion of Unauthorized Program/Macro Use</p> <p>Violation Criteria</p>	Temporary Restriction > Change to Permanent Restriction	

	<p>1) An act of not answering questions, answering the question incorrectly, or similar when actions of abnormal records are identified on a character and is deemed as needing investigation</p> <p>2) An act of using inappropriate language, offensive terms, threats, swearing at the GM during questioning and/or an investigation</p> <p>3) An act of attempting to use computer programs, devices, or equipment that are not provided or authorized by the Company or repeating certain actions which can be suspected as unauthorized program/macro use</p> <p>※ Investigations into the use of unauthorized programs and macros may result in sudden chat messages and/or other ways of requesting responses.</p> <p>※ The same penalties will be applied even if another individual is playing instead of the member.</p> <p>※ Depending on the severity of the violation, "IP/Hardware Restriction" may also be applied.</p>				
<p>Attempting or Suspicion of Unauthorized Program/Macro Use</p>	<p>"Attempting or Suspicion of Unauthorized Program/Macro Use" refers to the following:</p> <p>(1) An act of attempting to use computer programs, devices, or equipment that are not provided or authorized by the Company with the intention of disrupting the normal operation of the game</p>	<p>Warning (Disconnect from Game)</p>	<p>Restriction (7 Days)</p>	<p>Restriction (30 Days)</p>	

	<p>(2) An act of repeating certain actions which can be suspected as unauthorized program/macro use e.g.) Character continues to jump in front of the town storage.</p> <p>※ In the case of Attempting or Suspicion of Unauthorized Program/Macro Use, an "Investigation of Unauthorized Program/Macro Use" may take place.</p>				
Chat Abuse	<p>"Chat Abuse" refers to the following:</p> <p>(1) An act of disrupting use of chat for several members by entering the same content repeatedly or entering an excessive amount of content in the chat window</p> <p>※ In the event of "Chat Abuse", the Company may impose a chat block without prior notice.</p> <p>※ Depending on the severity of the Chat Abuse, the Company may impose a Chat Block with a minimum of 60 minutes to a maximum of 1 day.</p>	Chat Block (60 minutes)	Restriction (1 Day)	Restrictions (7 Days)	
Commercial Promotion and Advertisement	<p>"Commercial Promotion and Advertisement" refers to the following:</p> <p>(1) An act of promoting and/or advertising content that is not related to the game or to the Company through the in-game chat, forum, etc.</p> <p>e.g.) An act of promoting and advertising content that is unrelated to the game through the in-game chat, etc.</p> <p>e.g) An act of promoting and advertising commercial/private servers etc. that are not related to the game but are for profit-making purposes</p>	Restriction (15 Days)	Restriction (30 Days)	Restriction (10 Years)	

	<p>e.g.) Other acts of promoting and advertising anything that can be considered contrary to the Company's intention</p> <p>※ In the event of "Commercial Promotion and Advertisement", the Company may impose a chat block without prior notice.</p> <p>(2) An act of promoting and/or advertising a program that may impact any content provided by the Company without the approval of the Company</p>				
<p>Use of Inappropriate Names</p>	<p>"Use of Inappropriate Names" refers to the following:</p> <p>(1) An act of using a name to impersonate a GM or an employee of the Company</p> <p>(2) An act of using a name that includes swear words and/or foul language</p> <p>(3) An act of using a name that causes disgust or sexual humiliation to other members</p> <p>(4) An act of using a name that ridicules, degrades, or condemns a specific country, nationality, region, politics, prominent figures, gender, religion, race, disability, etc.</p> <p>(5) An act of using a name that is contrary to social norms</p> <p>(6) An act of using a name that is suggestive or obscene</p> <p>(7) An act of using a name that is intended to infringe or damage the rights of third parties, including honor, portrait rights, and personal information</p> <p>(8) An act of using a name that is determined is for the purpose of real money/goods trading of an account and/or item</p> <p>(9) An act of using a name that</p>	<p>Warning (Name Changed)</p>	<p>Restriction (7 Days, Name Changed)</p>	<p>Restriction (15 Days, Name Changed)</p>	

	<p>may be confusing to other members by being difficult to identify, such as similar characters</p> <p>(10) An act of using a name that advertises/promotes a specific subject</p> <p>(11) An act of using a name that is prohibited by the naming policy with changed spelling or other characters</p> <p>(12) An act of using only the initial character/consonant and/or changing the order of characters (such as replacing the front and end of the name) from any of the acts of (1)~(11)</p> <p>※ The "Use of Inappropriate Names" applies to nicknames, Family names, Character names, Guild names, Mount names, etc. that are used within the Black Desert website and in-game</p> <p>※ The Company may impose the restrictions set forth in the "Use of Inappropriate Language" category if a member repeatedly violates the "Use of Inappropriate Names" category with the intention of offending other members.</p> <p>※ Once a name has been temporarily changed, the Company will not take any separate/particular measures regarding this name.</p> <p>※ All names that are currently in the game or will be added with upcoming updates are subject to change due to developmental concerns and other requirements.</p>				
<p>Use of Inappropriate UCC</p>	<p>"Use of Inappropriate UCC" refers to the following:</p> <p>(1) A UCC with content that slanders, ridicules, or degrades specific nationality, ethnicity,</p>	<p>Warning (UCC Deleted)</p>	<p>Restriction (7 Days)</p>	<p>Restriction (15 Days)</p>	

	<p>region, religion, race, gender, disability, etc.</p> <p>(2) A UCC with contents that is offensive or degrading to the other parties</p> <p>(3) A UCC that Infringes the copyright or portrait rights of the Company</p> <p>(4) A UCC with content that goes against social-norms</p> <p>(5) A UCC with content that is prohibited by other Terms</p> <p>(6) Details that are not appropriate for each published content</p> <p>※ Inappropriate UCC covers all uploads within the game, including Guild Emblems, Beauty Album, Photo Gallery, Find Party, and etc.</p> <p>※ If inappropriate UCC is identified, the Company may disconnect your character without prior warning in order to delete the UCC/</p>				
<p>Use of Inappropriate Language</p>	<p>"Use of Inappropriate Language" refers to the following:</p> <p>(1) An act of using swear words and/or foul language.</p> <p>(2) An act of making expressions or behavior that causes sexual humiliation, such as the use of dirty words or sexual portrayals</p> <p>(3) An act of slandering, ridiculing, or degrading a specific region, religion, race, disability, etc.</p> <p>(4) An act of making expressions or behavior that may cause fear to other people or may be deemed as a threat to real life</p> <p>(5) An act of making expression or communication that is prohibited in other Terms/Policies with the purpose of causing offense</p>	<p>Chat Block (60 minutes)</p>	<p>Restriction (7 Days)</p>	<p>Restriction (30 Days)</p>	

	<p>and/or disgust to other people (6) An act of including your/others' information (personal information, location, contact information, email, etc.) in chat ※ Chat that includes inappropriate language may result in chat blocks without any prior notice.</p>				
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※ The Company shall not be liable for the loss of certain content that requires continuous management incurred from the inability to access the game as a result of being restricted from using the services.

※ Members who violate certain criteria 3 times or more may receive the penalties for the 3rd violation or "Permanent Restriction".

※ Items acquired by violating the Operational Policy will result in the retrieval of the item and 3 times the item's value withdrawn in silver.

※ Regardless of the intention and imposed restrictions, any advantages obtained through violations of the Operational Policy are subject to retrieval and adjustment at any time.

※ However, in the event the violation was unintended or impact on the game balance/system was minimal, only the items obtained through the violation will be retrieved, and the withdrawal of 3 times the item's value in silver will not be imposed.

※ Members that violate the aforementioned criteria may receive penalties equivalent to 2nd/3rd violations imposed on the members for their 1st violation depending on the severity of the issue, and the amount of damage caused to other members.

※ Guilds and Clans that violate the Operational Policy may be subject to "Content Restriction" as a Guild and Clan. (e.g. 1-time participation restrictions for Node War, Conquest War, etc)

※ Game information, such as Family name, Character name, etc., may be disclosed through a notice on the official website for violating the Operational Policy.

8. Compromised Account Recovery Policy and Criteria

Compromised Account Recovery Policy

- Members shall be liable for the protection and management of their account/personal/payment information.
- If an account has been compromised, members can apply for compromised account recovery by contacting Customer Support.

- All information required on the form must be filled to apply for compromised account recovery.
- If the member's Acoin, Pearls, game items are involved, then the case must be reported to the relevant authorities. Members must provide proof of their report by sending the original legal copies of the reports or evidence of reports by email.
- In order to prevent further harm to the compromised account and begin our investigations, members must agree to a "Temporary Restriction" to account that applied for compromised account recovery. The "Temporary Restriction" will last 7 days at most, but extensions on paid content cannot be provided as a result of the temporary restriction. Members that do not agree to the "Temporary Restriction" will assume all liability for all damages, complications arising in the investigation, and additional losses that may occur.
- The investigation and item recovery for compromised accounts may take up to 30 days.
- The Company shall not be liable for temporary/permanent restrictions due to violations of the Operational Policy in accordance with "Rights and Obligations of Members" under Article 1 of this Operational Policy, and for any harm caused by the use of member's account information by third-parties as a result of negligence in protecting and managing their account information.

Criteria for Compromised Account Recovery

- Recovery may not be possible after a certain period of time (approximately 30 days) since the account was compromised, as the Company may be unable to accurately verify the data or the time required may be too excessive.
- The Company will judge whether or not an item can be recovered depending on the results from the investigation.
- Recovery support will not be possible if the security services provided by the Company were not being used.
- Recovery support will follow the criteria set below. Recovery that is not under the "Criteria for Compromised Account Recovery" will be determined by the normal recovery criteria.
- Recovered items may differ from the item that was lost. The details as to why the items may differ will not be explained.
- Members must immediately report receiving pearl items (items must not be used) from an unknown account by contacting Customer Support. Members that have received pearl items from compromised accounts and have not reported receiving the gift from an unknown account will be penalized as being involved in compromising the account and may be restricted from the game.
- The Company may remove the restriction if the member is able to prove that they were not involved with compromising the account even though they have received a gift from an unknown account. However, the restriction will not be removed if the member is not able to prove they have not been involved with compromising the account or if the Company deems the member as being involved.

Category	Details and Specifics	Recovery Support	Notes
Character	Characters that were not deleted by the member	O	
Mount	Mounts (Donkeys, Horses, Elephants, Camels, Wagons, Ships, Guild Mounts, etc.)	O	<ul style="list-style-type: none"> • Recovery is possible for mounts sold to NPCs or Imperial Horse Delivery • All items and silver obtained from selling the mount will be withdrawn • Mounts lost from breeding, exchanging, or being sold on Horse Market and purchased normally by other users cannot be recovered • The status of recovered mounts may differ from before the account was compromised
Items	Items that were exchanged/sold/purchased/spent/other strange activities not done by the member	O	<ul style="list-style-type: none"> • The amount and state of recovered items may differ
	Enhancement attempts not done by the member	X	<ul style="list-style-type: none"> • The status of recovered items may differ
	Items that were registered on the Marketplace/Central Market (not by the member)	X	<ul style="list-style-type: none"> • Cannot be recovered if the item was purchased through normal means on the Marketplace/Central Market by another member
Acoin, Pearl Shop	Acoin, Loyalties, Pearls not spent by the member	O	<ul style="list-style-type: none"> • Recovered after retrieving purchased items • Items with limited time use will have the remainder of the time removed before recovery
	Pearl Shop gifts not sent by the member	O	<ul style="list-style-type: none"> • Members that received gifts may be restricted from the game depending on the results of the investigation • Gifted items will be retrieved. Items that have expiration dates will have the remainder of their times removed and all benefits gained from the effects will be retrieved • Items involved in Real Money

			Trade cannot be recovered <ul style="list-style-type: none"> • Gifts items from compromised accounts can be retrieved or adjusted at any given time regardless of the gift intentions
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※ Recovery may be limited for items that are intentionally lost, violate the system settings, or are potentially abusible within the game.

※ The state of an item will not be included in the recovery if the item was changed or cannot be used due to updates.

※ Recovery for each criteria will be processed using the data available. Items cannot be recovered if there are no records available.

※ If there are cases not listed in the details above, the Company shall decide whether or not the items should be recovered.

9. Name Policy for Long-Term Absence

In order for service betterment and to prevent issues in the operation of the game, the Company reserves the right to change the names (Family names, Character names, Guild names) of Families (hereinafter referred to as "Long-Term Absent Family") and Guild/Clans (hereinafter referred to as as "Long-Term Absent Guild/Clan") which fulfill the conditions below.

- More than 1 year has passed since the last login to the Black Desert game.
- Members of the guild(clan) have not login to the game for over 1 year

If the name of a long-term absent Family and/or long term absent Guild/Clan is planned to be changed, the Company will announce the schedule and details of the change 30 days in advance on the official website through a notice.

Addendum (2021.02.19)

This Agreement will be effective as of 02.19.2021