

Issue no. 2, May 2024

NEWSLETTER

# NUMETO NEWS

UPDATES

EVENTS

CULTURE



## PREVIEW

With another quarter behind us, we come back with the next edition of **Numeto News**!

As spring is in full bloom, it's time to reflect on the exciting moments we've shared together. Get ready for captivating articles, well-deserved employee spotlights, and various other informative tidbits you didn't know you needed. So, take a break, indulge in something sweet, and enjoy the read!



**FUN TIP:** A random act of kindness can go a long way. Not only does it brighten your day, but it also uplifts the day of another colleague in a similar way!

# EMPLOYEE SPOTLIGHT

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**Daria**  
*Prague Marketing*

Daria shines as a Campaign Coordinator. When a senior Coordinator transitioned to another role, she stepped into their shoes naturally. Her training of two team members has brought positive feedback, with both individuals performing well under her guidance. Daria manages her workload with finesse and still manages to assist others. Her team spirit extends to close partnerships with Project Managers, the Content Team, and Design, where she ensures smooth coordination and execution of various projects across departments, showcasing her invaluable contribution.



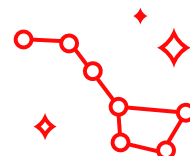
**Margie**  
*Prague CS*

Her exceptional skills shine brightly as she consistently assists her colleagues with invaluable support during busy shifts. Demonstrating a remarkable ability to defuse tense situations, she is a gem when dealing with irritated players. Margie's adeptness in handling difficult chats speaks volumes of her competence and expertise. Her brilliant performance is not only recognized by her peers but also earns the pride of her team lead, who admires her dedication and proficiency. With her talents and commitment, Margie is a standout member of the team, contributing to a positive work environment.



**Laura**  
*Prague HR*

Let's shine a spotlight on Laura, who's been an invaluable asset to our team for 7 months. Diligent and meticulous, her brilliance shines through in everything she does. With a keen eye for detail, she's often a step ahead. Laura has gone above and beyond, working tirelessly on our company's organizational changes, even sacrificing her evenings and holidays to ensure everything would run smoothly. In addition, Laura's free-spirited, open-minded nature makes her a joy to work with. She's someone people naturally gravitate towards, thanks to her warmth and friendliness. We're lucky to have her on our team!



# COMPANY TIDBITS

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## THROWBACK TIMES



In our ongoing celebration of our journey, we're thrilled to highlight those extraordinary individuals who've been fundamental to our company for an impressive **seven years** and beyond. As we express our deepest gratitude for their steadfast dedication, passion, and commitment, we're not just marking their years with us; we're acknowledging the wealth of experience, knowledge, and camaraderie they've brought to our team.

Every year has shown their resilience and unwavering spirit, shaping our company culture. Let's applaud these pillars of our team, who embody longevity and excellence in all they do, making our journey richer with each step.



**Alexander Litvinov**  
Acquisition Manager



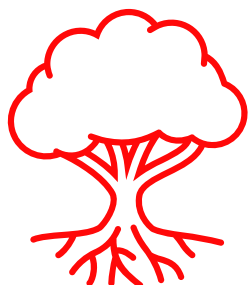
**Moses Fakar**  
Withdrawals Specialist



**Osman Alhassan**  
Concierge



**Neil Copans**  
CBO ZAR



**Rimpal Riziya**  
Product Owner



**Polina Dolotina**  
Finance Analyst



**Jyothi Rao**  
Product Owner





# TEAM UPDATES

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## PRG: Promotion

We're thrilled to announce the promotion of **Francois Liotard** to Country Manager for France. His dedication and competence in this area have rightfully earned him this promotion. Francois has consistently shown respect, kindness, and exceptional problem-solving skills. Through perseverance and determination, he's navigated challenges with ease. Join us in congratulating him on this well-deserved achievement!



## MRU: New role

We're excited to announce that **Prashant Sharma** has taken over as the GM in Mauritius, succeeding Mukesh. With Prashant at the helm, we anticipate positive changes ahead. Known for his diligence, he ensures everything runs smoothly and is keen on bringing out the best in every situation. We're confident that Prashant will lead Mauritius to its full potential and guide us towards continued success. Let's extend our warm wishes and support to Prashant as he takes on this new role!



## PRG: Promotion

We're happy to announce **Juan de Reuck's** promotion to the Head of VIP ZAR! In his new role, Juan leads with exemplary managerial skills, overseeing the VIP team while coordinating closely with the marketing department on campaigns. Despite his new responsibilities, Juan remains dedicated to assisting his team, ensuring their success. With his expertise and commitment, we're confident Juan will excel in driving the VIP ZAR team to new heights. Join us in congratulating Juan on this well-deserved achievement!



## PRG: Move from CS to Fraud

We're excited to share that **Hiral Patel** has transitioned from Customer Service to the Withdrawals team. Having learned extensively during her time in CS, we're thrilled she can now apply this knowledge in her new role. Hiral has already proven herself since joining, and her dedication and skills are invaluable assets. With her move, we're optimistic about fostering excellent teamwork within the Withdrawals team. Let's give Hiral our full support and cheers as she embarks on this new chapter!



## PRG: Promotion

We are pleased to announce a significant promotion within our team. **Tori Berkowitz**, who has served as the Content Team Lead, is now our Content Manager. Tori has shown exceptional leadership, dedication, and a deep understanding of our content strategy. Her efforts leading the content team have been recognized, and we are confident she will thrive in her new role. Please join us in congratulating Tori on this well-deserved promotion. Her commitment to excellence and passion for our work make her an invaluable asset to our team.



# BEHIND THE SCENES

## SEO TEAM

Have you ever wondered what our talented SEO team does? We've got the answer!

To succeed in the high-stakes online poker table that is the Google rankings, the team performs meticulous keyword research, which lets them understand what our potential customers are searching for. With this knowledge, they optimize our web pages ('on-page optimization') and create compelling content. The team also continuously monitors website analytics and adjusts strategies as needed to keep up with the ever-evolving search engine algorithms. All of this hard work ensures that our brands don't just stay competitive, but also maintain a dominating online presence that stands out in the crowded marketplace.

By staying informed about industry developments and emerging technologies, they ensure that our strategies remain cutting-edge and effective. This proactive approach not only helps us maintain our position in the rankings but also positions our brands as leaders in the digital landscape.

DID YOU KNOW...



...that they our online visibility champions? They employ strategic methods aimed at scaling our brands on the Google rankings ladder. This is no small feat! It's all about driving 'organic' (or free) traffic to our sites.

## BUILDING OUR EUROPEAN HEADQUARTERS

Almost **eight years ago**, our company embarked on a bold journey to expand into Europe. Thanks to the dedication and sacrifice of several key individuals, we established our European headquarters in Prague. These pioneers left their homes in Costa Rica to start a new chapter of our company's story. Their courage, hard work, and commitment laid the foundation for our success in Europe, and we owe them a debt of gratitude for making it possible.





# FESTIVITIES AND FUN



## EASTER

Easter is celebrated in diverse and colourful ways across the globe, reflecting the unique traditions and cultures of different regions. In **Costa Rica**, the "Semana Santa," is marked by a blend of religious solemnity, vibrant festivities and attending church services. Traditional foods like chiverre empanadas are savored during this time. Similarly, in **Mauritius**, Easter is a mix of religious observances and cultural customs. Families attend church services and share meals, often featuring seafood dishes. **India**, with its religious diversity, celebrates Easter with enthusiasm among its Christian communities, incorporating local customs. In the **Czech Republic**, Easter is marked by unique traditions like painting Easter eggs and the symbolic whipping of women with handmade whips called "pomlázka." Each country adds its own flair to Easter, showcasing the beauty of global diversity in celebration.

## BATTLE OF RIVAS

The Battle of Rivas, a pivotal event in **Costa Rican** history, is commemorated every April 11th as a public holiday. Occurring in 1856 during the Filibuster War, it saw a small Costa Rican militia, led by Juan Santamaría, face the larger forces of American filibuster William Walker in Rivas, Nicaragua. Santamaría's heroic act of setting fire to the inn where Walker's troops were entrenched turned the tide of the battle, leading to Costa Rica's victory. This brave sacrifice is celebrated annually as a symbol of Costa Rican patriotism and defense of sovereignty. The holiday is marked by patriotic ceremonies, parades, and cultural events, honoring Santamaría's memory and the independence of the country.





# TEAMBUILDINGS

## PRAGUE

At the end of March, we embarked on a teambuilding adventure: **curling**. This activity brought colleagues from all departments together for a truly unique experience. It quickly became apparent that curling was much more challenging than it appeared. The coordination and precision required tested everyone's skills, resulting in a lot of laughter and friendly competition.



In late April, we organized another teambuilding activity that brought colleagues from all departments together: **shooting!** It was a remarkable event that drew everyone in, as it's not something people typically do on their own. The fantastic turnout showcased the power of team spirit, with everyone eagerly participating. Once again a teambuilding that brought people together, regardless of their roles, to have fun and strengthen our team bonds.



## MAURITIUS

Towards the end of April, we set on an exciting teambuilding adventure on the stunning beaches of Mauritius. Our day was packed with excitement as we delved into a **treasure hunt**, navigated **kayak relays**, and honed our **archery** skills. As we worked together to solve clues, paddled our way through the crystal-clear waters, and aimed for bullseyes, bonds were strengthened and laughter echoed across the sandy shores. It was a day filled with camaraderie, adventure, and the beauty of teamwork against a tropical paradise.

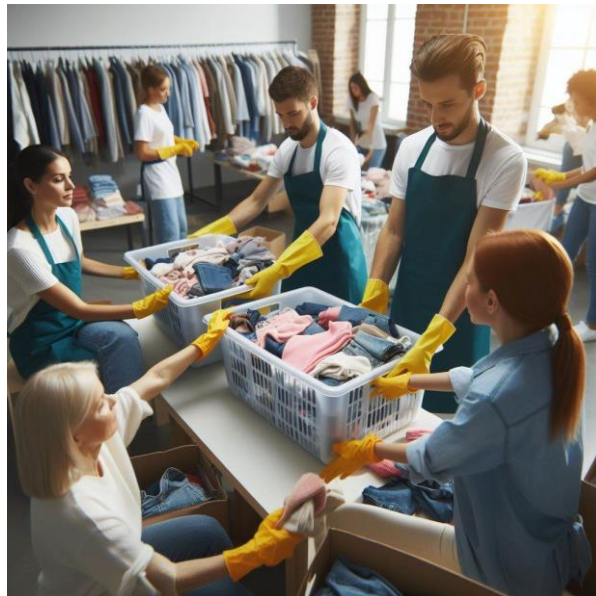


# MOSAIC MOMENTS

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## CHARITY BAZAAR SUCCESS

At the beginning of April, our company participated in a charity bazaar aimed at supporting handicapped workers at Café AdAstra. The event featured donated clothes, with proceeds directed towards aiding these workers. Additionally, any unsold clothes were distributed free of charge to socially disadvantaged families. As part of our ongoing support for Café AdAstra, our company contributed clothes to the bazaar, as well. This initiative not only raised funds for a worthy cause but also ensured that those in need received essential clothing items, reflecting our commitment to making a positive impact in our community.



## DID YOU KNOW?

Did you know that **Catalina Zamora** from the CS department in Costa Rica is a professional darts player? She has made remarkable strides in her career. In 2023, she clinched the 2nd place in Ladies Singles at the Latin America Darts Championship in Chile, in a closely contested match that showcased her skill and determination. This achievement adds to her impressive track record, having previously secured 1st place in a tournament in Costa Rica back in 2021. Catalina's consistent success on the darts circuit reflects her talent, dedication, and passion for the sport, making her a formidable competitor in the darts community.

