

CURAÇAO GAMING AUTHORITY (CGA)

COMPLAINTS RECORD-KEEPING AND REPORTING – NIL REPORT

Operator: CENTRUM GLOBAL B.V.

Regulator: Curaçao Gaming Authority (CGA)

Reporting Period: From commencement of reporting obligations to 15 January 2026

Report Type: NIL Complaints Report

Submission Date: 15 January 2026

1. Purpose of Report

This report is submitted in accordance with **Section 6 – Record-Keeping and Reporting** of the CGA complaints and alternative dispute resolution framework.

The report covers complaints submitted by players to CENTRUM GLOBAL B.V. using the CGA-approved **Complaints Submission Form** during the relevant reporting period.

2. Complaints Summary

CENTRUM GLOBAL B.V. confirms that **no player complaints were received** during the reporting period.

Accordingly, the complaints summary is as follows:

- Total number of complaints received: **0**
- Total number of settled complaints (upheld): **0**
- Total number of settled complaints (rejected): **0**
- Total number of pending or unresolved complaints: **0**
- Number of complaints by category: **NIL**
- Number of complaints referred to Alternative Dispute Resolution (ADR): **0**
- Number of complaints for which a player has taken legal action: **0**

3. Transparency and ADR Compliance

- No complaints were escalated to an ADR service provider during the reporting period.
- As no ADR cases were initiated, no ADR decisions were issued or required to be implemented.
- CENTRUM GLOBAL B.V. continues to monitor and comply with all applicable CGA regulatory updates and complaints-handling requirements.

4. ADR Service Provider Reporting

As no complaints were referred to ADR:

- No ADR service provider reporting obligations were triggered.
- No ADR records were generated for the reporting period.

5. Record Retention

CENTRUM GLOBAL B.V. confirms that:

- A complaints register is maintained in accordance with CGA requirements.
- Records of unresolved complaints and/or complaints escalated to ADR or legal proceedings would be retained for the **lesser of five (5) years or the period required under applicable data protection laws, statutes of limitation, or other relevant legal guidelines.**
- As this is a NIL report, no complaint records exist for the reporting period.

6. Regulatory Access

CENTRUM GLOBAL B.V. acknowledges that the Curaçao Gaming Authority reserves the right, at any time, to request access to records of complaints received and any disputes pending resolution. Such access will be provided promptly upon request.