

PLAYERS COMPLAINT POLICY

R Bostock Enterprises B.V.

Curacao Gaming Authority (CGA) Licensed

KEY INFORMATION	
Approving Official(s)	Operations
Responsible Office	Customer Support Department
Effective Date	March 3, 2026
Next Review Date	March 3, 2027

1. Policy Statement

R Bostock Enterprises B.V. is committed to handling all player complaints fairly, transparently, and promptly. Under our Curacao Gaming Authority (CGA) license, we maintain a structured complaint resolution process that ensures players' concerns are addressed in accordance with all regulatory requirements. We believe that responsive complaint handling is essential to maintaining player confidence and ensuring a safe, fair gaming environment.

2. Purpose

- Establish a fair, accessible, and transparent complaint handling process in full compliance with CGA requirements;
- Ensure timely and effective resolution of player complaints;
- Maintain comprehensive records of all complaints and resolutions;
- Maintain and enhance player confidence through responsive, professional service;
- Identify systemic issues and implement continuous improvements.

3. Audience

This policy applies to all employees involved in customer service, compliance, management, and operations. It also applies to all players who engage with R Bostock Enterprises B.V. gaming services and have concerns or disputes.

4. Definitions

Complaint: Any expression of dissatisfaction by a player regarding the provision of gaming services, whether or not a response or resolution is explicitly requested.

Dispute: A formal complaint involving disagreement over facts, terms, or obligations between the player and the company.

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Complainant: The player or authorized representative submitting a complaint.

ADR (Alternative Dispute Resolution): Independent third-party dispute resolution process outside the internal complaint procedure.

Escalation: The advancement of a complaint to a higher level of management for review and decision.

Resolution: The final decision or corrective action taken to address a complaint.

Acknowledgment: Formal written confirmation that a complaint has been received.

Internal Review: Investigation and evaluation conducted by company personnel.

External Review: Investigation and evaluation conducted by independent CGA representatives or ADR providers.

Regulatory Complaint: Complaints reported to CGA or other regulatory authorities.

5. Policy Implementation

5.1 Complaint Channels

Players may submit complaints through the following channels:

Email: support@rocketbet.com, support@bet-40.vip, support@elitebet.io, support@ukingbet.com,

Live Chat: Available through player account portal during business hours

All channels are designed to be easily accessible, with multi-language support provided where available. Players may choose any channel that is convenient for them.

5.2 Complaint Categories

Complaints may relate to (but are not limited to) the following categories:

- Account issues (registration, verification, access problems)
- Payment and withdrawal delays or failures
- Bonus disputes or promotional issues
- Technical issues affecting gameplay
- Responsible gaming concerns
- Identity verification issues
- Game fairness or integrity concerns
- Data privacy issues or security breaches
- Terms & Conditions disputes
- Customer service quality concerns

5.3 Complaint Handling Process

All complaints are handled according to the following structured process:

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Step 1: Acknowledgment: Within 24 hours of receipt, the player receives written acknowledgment that their complaint has been received, assigned a reference number, and is under review.

Step 2: Initial Review and Assignment: Level 1 - Customer Service Team reviews the complaint to determine category, complexity, and initial assessment. Simple issues are resolved at this level where possible.

Step 3: Investigation: For standard complaints, investigation is completed within 7 business days. The investigation team gathers all relevant information, reviews account records, transaction history, and relevant policies.

Step 4: Response with Resolution or Explanation: Player receives detailed written response explaining findings, applied policies, and any resolution offered. Response includes information about escalation options if dissatisfied.

Step 5: Escalation to Level 2 (if needed): If the player is unsatisfied or the complaint is complex, it is escalated to the Compliance Manager for further review. Additional investigation may be required.

Step 6: Final Internal Decision: Level 2/3 management reaches a final decision within 30 days from initial receipt. Player is informed of final outcome in writing.

Step 7: External Escalation (if still unresolved): If still unresolved, the complaint may be referred to CGA or an independent Alternative Dispute Resolution (ADR) provider for final determination.

5.4 Escalation Procedures

Complaints are escalated through the following levels based on complexity and resolution status:

Level	Responsible Party	Timeframe / Authority
Level 1	Customer Service Team	Up to 7 business days. Authority to resolve standard complaints and simple disputes.
Level 2	Compliance Manager	Up to 14 additional business days. Authority to conduct deeper investigation and override Level 1 decisions.
Level 3	Director / Senior Management	Up to 7 additional business days. Final internal review and decision authority.
Level 4	CGA / External ADR Provider	Per regulatory timeline. Independent determination with binding effect.

Total internal resolution target: 30 calendar days maximum from initial complaint receipt.

5.5 Record Keeping

- All complaints are logged in a centralized complaint management system immediately upon receipt.
- Records include complaint date, description, assigned reference number, status, and resolution.
- All investigation notes, supporting documentation, and correspondence are retained.
- Records are retained for a minimum of 5 years in compliance with CGA requirements.
- Monthly complaint reports are generated for management review.

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- Quarterly trend analysis identifies recurring issues and systemic problems.
- Data security and confidentiality protocols ensure player information is protected.

5.6 Reporting to Curacao Gaming Authority

R Bostock Enterprises B.V. maintains full regulatory compliance through the following reporting practices:

- Quarterly complaint reports are submitted to CGA detailing all complaints received, categories, and resolutions.
- Immediate notification is provided to CGA for serious complaints, including potential fraud or system failures.
- Full cooperation is provided with any CGA investigations or inquiries regarding player complaints.
- Compliance Department maintains regular communication with CGA regarding complaint trends and systemic issues.
- Annual compliance certification includes complaint handling processes and outcomes.

5.7 Alternative Dispute Resolution (ADR)

For complaints that cannot be resolved internally, players have the right to pursue independent Alternative Dispute Resolution.

- Independent ADR Provider: A neutral third party approved by CGA will hear and determine unresolved complaints.
- Referral Process: Complaints unresolved after 30 days are automatically eligible for ADR referral. Players may also request ADR at any stage.
- Player Rights: Players maintain the right to escalate complaints to CGA at any time, regardless of internal resolution attempts.
- ADR Determination: Decisions made by the ADR provider are binding on both parties.
- Cost Implications: ADR services are provided at no cost to players; company bears all associated costs.
- Confidentiality: ADR proceedings are conducted confidentially to protect player privacy.

5.8 Continuous Improvement

R Bostock Enterprises B.V. is committed to ongoing enhancement of complaint handling processes:

- Regular Review: Complaint data is reviewed monthly by management to identify trends and patterns.
- Recurring Issue Identification: Systemic issues are escalated for immediate investigation and remediation.
- Corrective Actions: Actionable improvements are implemented to prevent recurring complaints.
- Staff Retraining: Customer service and compliance staff receive regular training on complaint handling procedures.
- Policy Updates: This policy is reviewed annually and updated to reflect regulatory changes or operational improvements.
- Player Feedback: Player feedback on the complaint process is actively solicited and incorporated into improvements.

6. Compliance and Consequences of Non-Compliance

Adherence to this complaint handling policy is mandatory for all employees. Non-compliance may result in:

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- Disciplinary action ranging from verbal warning to termination of employment.
- Regulatory sanctions by CGA, including fines or suspension of gaming license.
- Reputational damage and loss of player confidence.
- Civil or legal liability for damages caused by improper complaint handling.

All staff members are expected to familiarize themselves with this policy and maintain high standards of professional conduct in all player interactions.

7. Related Information

- CGA Complaint Handling Guidelines and Regulatory Requirements
- LOK (Licentieholder Operating Knowledge) Documentation
- Responsible Gaming Policy
- Data Protection and Privacy Policy
- Terms & Conditions for Players
- Anti-Fraud and Security Procedures

8. Contact Information

Customer Service Department: Available 24/7 via live chat, email: support@rbostock.cw

Compliance Department: Email: compliance@rbostock.cw, Phone: +599 9 839-3111

Mailing Address: R Bostock Enterprises B.V., Compliance Department, Curacao

9. Policy History

Version	Date	Status	Notes
2.0	March 3, 2026	Active	New Policy - Initial Implementation

SIGNATURE BLOCK

This policy has been approved by the authorized officer of R Bostock Enterprises B.V. and shall be effective from the date indicated below.



Pulkit Totla

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Date: March 3, 2026