

Player Complaints Overview Report

Company Name:

Bright Win Limited B.V.

Reporting Period:

31 July 2025 – 31 December 2025

Report Date:

02-01-2026

Complaints Summary

Category	Number
Total reportable complaints received	Nil
Complaints resolved (upheld and rejected)	Nil
Complaints pending or unresolved	Nil
Responsible Gaming–related complaints	Nil
Other complaints (operational, service, and legal)	Nil
Complaints escalated to Alternative Dispute Resolution (ADR)	Nil
Complaints involving legal proceedings	Nil

Definition of a Reportable Complaint

A complaint is considered reportable when formally submitted via the Company's official complaint channels (complaint form, email, or written submission).

Matters raised solely through live chat or informal customer support interactions are not classified as reportable complaints.

Closing Statement

All complaints are logged, assessed, and handled in accordance with the Company's Player Complaints Policy and applicable regulatory requirements. In the reporting period there were no complaints logged.