

Acceptance of the Players' Complaints Policy

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By accessing and using the services provided by YouGMedia B.V. ("the Operator"), you acknowledge that you have read, understood, and agree to be bound by the terms set forth in the Player Complaints Policy. This Policy governs the procedures for submitting, handling, and resolving complaints in accordance with applicable laws, including the National Ordinance on Games of Chance (LOK) and the regulations enforced by the Curaçao Gaming Authority (CGA).

You further agree that all complaints will be managed with strict confidentiality and handled fairly and impartially, without any form of retaliation or discrimination. You acknowledge your right to escalate unresolved complaints to an independent Alternative Dispute Resolution (ADR) provider and understand the scope and limitations of the CGA's role in relation to individual disputes. By continuing to use our services, you consent to the collection, processing, and secure handling of your personal data as described in this Policy and applicable privacy regulations.

If you do not agree to the terms of this Policy, you are advised to refrain from using the Operator's services.



Vivian Ersilia o.b.o

(SMES) Solutions for Management and Employment Support N.V.

Managing Director

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