

EASTPOINT OPERATIONS N.V.**Player Complaint Report****Reporting Period:** 1 January 2026 – 30 June 2026**Executive Summary**

This report has been prepared in accordance with Eastpoint Operations N.V.'s Player Complaints Policy and applicable regulatory requirements.

During the reporting period from 1 January 2026 to 30 June 2026, Eastpoint Operations N.V. did not receive any formal player complaints requiring registration, investigation, escalation, or referral to an Alternative Dispute Resolution (ADR) provider.

Complaints Statistics

Category	Number
Complaints received	0
Complaints under investigation	0
Complaints resolved	0
Complaints escalated to management	0
Complaints referred to ADR	0
Complaints outstanding at period end	0

Summary of Complaints

No player complaints were received during the reporting period.

Accordingly:

- No complaint investigations were conducted;
- No corrective actions were required;
- No player disputes were escalated internally;
- No matters were referred to an ADR provider;
- No trends or recurring issues were identified.

Conclusion

Eastpoint Operations N.V. confirms that no formal player complaints were received between 1 January 2026 and 30 June 2026.

The Company continues to maintain procedures for the receipt, recording, investigation, and resolution of player complaints and remains committed to ensuring fair and transparent treatment of all players.

Prepared by: Compliance Department

Entity: Eastpoint Operations N.V.

Date: 30 June 2026

"I hereby certify that the information contained in this report is true, accurate and complete to the best of my knowledge and that no formal player complaints were received by Eastpoint Operations N.V. during the reporting period."

e-Management N.V.
Managing Director

Name: _____

Position: Director

Date: JUN 19 2026

Signature: 