

ILP Trading B.V.

ILP Trading B.V
Schottegatweg Oost,
10, Unit 1-9, Bon Bini
Business Center
Willemstad
Curacao

Player Complaints Policy

1. Introduction

At ILP Trading B.V. we strive to provide an exceptional experience across all of our brands. While we aim for the highest level of service, we recognize that occasionally, players may have complaints or concerns. This Player Complaints Policy outlines how players can raise complaints, the process for resolving them, and the associated timeframes. The policy applies across all brands operated by ILP Trading B.V. and players should follow the relevant procedures for each brand.

2. How to Submit a Complaint

2.1 First Level Support

If you have a complaint regarding any of our services, you should first contact our Customer Support Team for the specific brand. Please use the relevant email address for the brand under which you are playing:

Zumibet: support@zumibet.com

When submitting a complaint, please ensure you provide the following:

- Your full name and registered account email.
- A detailed explanation of the issue.
- Any supporting documentation (e.g., screenshots, transaction records).

2.2 Escalation Procedure

If your issue is not resolved to your satisfaction by the support team, you may escalate your complaint by contacting the relevant complaints department for the brand:

Zumibet: complaints@zumitbet.com

Please include reference to your previous support case for faster resolution.

3. Timeframes for Resolution

Our goal is to provide a final response to your complaint within 10 calendar days from the date of receiving the escalated complaint.

If the matter is complex and additional time is required, we may extend the resolution period by up to six additional weeks. You will be informed within the initial 10-day period if an extension is necessary, along with the expected new resolution timeframe.

4. Information Required for Efficient Handling

To expedite the handling of your complaint, please ensure you include the following:

- Accurate and complete personal identification (as registered).
- A clear description of the issue or dispute.
- Date, time, and details of the transaction (if applicable).
- Any relevant evidence or documents to support your claim.

5. Transaction Disputes

Any complaint regarding a transaction must be submitted within six (6) months from the date the transaction took place or should have taken place. Complaints received after this period will not be considered.

We will review all disputed or contentious transactions and inform you of the outcome. Our decision on transaction disputes is final.

6. Code of Conduct for Player Communications

6.1 Respectful Communication

When communicating with our support or complaints teams, players must:

Avoid using sexually explicit, offensive, or abusive language.

Refrain from making defamatory, harassing, threatening, or discriminatory statements.

Understand that failure to adhere to these standards may result in the termination of communication and/or dismissal of the complaint.

6.2 Recording of Communications

We reserve the right to record or retain copies of all communications between players and support agents for quality assurance, training, and complaint resolution purposes.

7. Further Dispute Resolution

If you believe that your complaint has not been resolved in accordance with our policies, you may contact the Curaçao Gaming Authority (CGA) for further assistance.

8. Review and Monitoring

This Player Complaints Policy is regularly reviewed to ensure compliance with applicable laws and to maintain high standards of service across all brands operated by ILP Trading B.V.