

Complaints Policy

Approving Official: Ivan Georgiev Sinitchiyski, Compliance Officer, AML Officer (including Money Laundering Reporting Officer function)

Effective Date: 13.11.2025

Next Review Date: 13.11.2026

We hope that you are happy with the use of our service and sites. If, however, you have a complaint, you can lodge it in the following way:

STEP 1

Contact us via our Livechat, mobile app, Email, or website and provide as many details as you can. Our customer service team will do their best to respond to you within 24 hours, acknowledging receipt of your complaint. After that, the customer service team will contact you, setting our full and final decision on the matter.

STEP 2

If our customer service team cannot resolve the complaint to your satisfaction and the complaint relates to a gambling transaction (for example, the placement of a bet or wager, the grant of a bonus, account management, or your ability to access funds or winnings), you may refer the dispute for independent dispute resolution free of charge.

Procedure

Complaints can only be made by the registered player.

YWin will provide an official Complaint Submission Form to the player in English.

The form will include the following sections:

- i. Complainant's name, address, and place of residence.
- ii. Complainant's account number (if applicable)
- iii. Date of the complaint and date of the disputed event.
- iv. Description of the conduct being disputed (using a selection of predetermined category topics if/as applicable).
- d. Supporting documentation may be requested by YWin as part of the complaint.

Alternative Dispute Resolution (ADR)

YWin offers independent ADR services to their players. Full details of the ADR process are included in the Terms and Conditions. Ywin will upload to the CGA Portal an agreement with at least one CGA Certified ADR entity, within one month of the publication of the Certified ADR Providers on the official website.

If a complaint cannot be resolved internally, players are entitled to escalate the matter to an independent ADR provider, free of charge. For avoidance of doubt, YWin will bear all costs of the ADR process. Once ADR process is completed it cannot be recommenced by either the player or YWin with another different ADR entity. If the player drops out of the ADR process the player should not have the right to resurface the dispute in the future.

Record-Keeping and Reporting

Ywin will:

1. Submit reports to the CGA on January 15th and June 15th based on complaints submitted to the operator since the previous reporting period by players using the Complaints Submission Form. The first reports become due in January 2026.
2. The report will summarise the following:
 - a. Total number of complaints made.
 - b. Total number of settled complaints (upheld and rejected).
 - c. Number of pending or unresolved complaints.
 - d. Number of complaints by category.
 - e. Number referred to ADR.
 - f. Number and detail of complaints for which a player has taken legal action.