

Customer ID	Category	Nature of Complaint (Service/Rules/Product)	Status (Open/Closed)	Settled Complaints	Legal Actions taken	Referred to ADR	Action taken	Date Start	Date End
QUANTUM38 TG320281 TG359514 TG393782 TG428606	Withdrawal Issue	Product	Closed	Resolved-Upheld	No	No	Customer reported that the cash out feature in Omaha poker doesn't work	2025-08-11 06:40:19+02:00	2025-08-11 08:25:17+02:00
	Bonus	Rules	Closed	Resolved-Upheld	No	No	Informed about available bonuses after being declined an adhoc bonus request	2025-06-03 02:24:45+02:00	2025-06-06 02:31:05+02:00
	Technical/Software Issue	Product	Closed	Resolved-Upheld	No	No	Resolved with troubleshooting	2025-06-16 03:37:07+02:00	2025-06-18 13:39:01+02:00
	Technical/Software Issue	Product	Open	Unresolved	No	No	Vague RNG complaint, asked for more details. No response from customer.	2025-06-29 03:03:14+02:00	2025-06-29 04:21:17+02:00
	Deposit Issue	Rules	Closed	Resolved-Upheld	No	No	CC deposit option enabled on customer's account (was previously disabled due to a disputed transaction)	2025-07-21 21:58:29+02:00	2025-07-21 22:47:24+02:00
TG453224	Technical/Software Issue	Rules	Open	Unresolved	No	No	Complaint about mismatch between mail and website promo details. Agent asked for more details and customer has not replied.	2025-06-12 13:14:29+02:00	2025-06-16 11:44:24+02:00
TG467737	Technical/Software Issue	Product	Closed	Resolved-Upheld	No	No	Poker loss complaint Customer requested a crypto currency withdrawal, but had used incorrect tag to retrieve the funds. Upon review it appears that the customer has sent the funds back to the original sender (the company) but they never really had a tag associated to the refund which is important for Stellar transactions. Customer was advised to reach their wallet provider for further assistance as we're unable to change the tag on our end. SNG replacement complaint. no action taken other than expressing gratitude for the feedback and advising to check the site for new updates. No credits offered. Duplicate with 1288485. Customer's account was closed and funds locked due to using payment details for a withdrawal that were already used by other customers. After internal investigation customer's account was reopened and they were able to complete a withdrawal of their funds Asked to change back to previous SNG tournaments version Customer asked for compensation due to technical issues with the starting structure of a poker tournament. Agent explained the issue was fixed before the start of the tournament, but customer insisted that is not the case and requested compensation. SNG replacement complaint. Escalated for feedback; customer was then advised poker section had been revamped, no immediate fix for his complaint. No credits offered.	2025-06-22 16:15:48+02:00	2025-06-22 20:21:21+02:00
TG472506	Withdrawal Issue	Rules	Closed	Resolved-Upheld	No	No		2025-08-01 10:20:21+02:00	2025-08-01 21:27:54+02:00
TG474899	Technical/Software Issue	Product	Closed	Resolved-Rejected	No	No		2025-07-05 03:14:42+02:00	2025-07-05 04:06:14+02:00
TG481756	Account Closure/Restrictions	Rules	Closed	Resolved-Upheld	No	No		2025-07-23 17:47:06+02:00	2025-08-04 13:40:10+02:00
TG483250	Technical/Software Issue	Product	Closed	Resolved-Rejected	No	No		2025-07-04 19:02:21+02:00	2025-07-06 15:33:08+02:00
TG485118	Technical/Software Issue	Product	Closed	Resolved-Rejected	No	No		2025-09-30 05:05:05+02:00	
TG486638	Technical/Software Issue	Product	Closed	Resolved-Rejected	No	No		2025-07-04 19:36:17+02:00	2025-07-04 22:46:57+02:00
TG487763	KYC and Verification	Rules	Open	Unresolved	No	No	Account under review	2025-06-23 01:39:54+02:00	2025-06-26 20:21:24+02:00
TG488537	Account Closure/Restrictions	Service	Closed	Resolved-Upheld	No	No	Closed account was escalated for review, later reopened. No credits offered.	2025-06-07 23:49:35+02:00	2025-06-08 04:45:55+02:00
TG489191	Technical/Software Issue	Product	Closed	Resolved-Rejected	No	No	Complaint about an invitation only tournament not taking place as scheduled. Closed without response after first reply Customer's account was closed and funds locked due to failure to complete the necessary verification process and violation of our rules. Customer didn't accept the outcome and threatened legal action. Customer complained their account verification review process is taking several months. Outcome of the review is that account is permanently closed "as per management decision". Account had no real money activity at all.	2025-06-29 00:44:09+02:00	2025-07-04 21:55:53+02:00
TG489615	KYC and Verification	Rules	Closed	Resolved-Rejected	No	No		2025-06-25 16:12:11+02:00	2025-06-27 20:02:39+02:00
TG509803	KYC and Verification	Service	Closed	Resolved-Rejected	No	No		2025-08-30 12:56:00+02:00	2025-08-31 21:43:12+02:00
TG515516	Technical/Software Issue	Product	Closed	Resolved-Upheld	No	No	Customer unable to access lobby via mobile, basic troubleshooting provided Customer's account was locked for investigation due breach of company rules. Account reopened after customer was informed of the rules and accepted them	2025-06-30 12:38:05+02:00	2025-07-03 08:38:34+02:00
TG517994	Terms and Conditions	Rules	Closed	Resolved-Upheld	No	No		2025-08-08 13:13:53+02:00	2025-08-08 18:45:27+02:00
TG520072	Terms and Conditions	Rules	Closed	Resolved-Upheld	No	No	Customer complaint regarding closure of account. Company informed customer that creating multiple accounts are against TOS, provided the link to TOS, with no further contact from the customer. Customer requesting compensation for disconnections from several poker tournaments due to site maintenance. Company requested further information, which customer provided, with no action taken there-on or further response provided.	2025-10-28 10:23:54+02:00	2025-11-06 10:22:40+02:00
TG522061	Technical/Software Issue	Product	Closed	Resolved-Rejected	No	No		2025-10-18 16:07:04+02:00	2025-11-13 06:50:33+02:00
TG529122	Deposit Issue	Rules	Closed	Resolved-Upheld	No	No	Customer was complaining their account is blocked with no explanation. As per internal review account was closed due to being funded using high risk methods and receiving funds from dubious CC deposits.	2025-09-17 15:04:15+02:00	2025-09-24 18:58:18+02:00
TG534021	Technical/Software Issue	Product	Closed	Resolved-Rejected	No	No	Customer that one of the poker features (All-in Cash Out function) works differently and there was no communication about it. Customer service agent explained how the function works, but customer insisted that is not the case. Customer complaint regarding account decommission. Company informed customer that "account did not meet security requirements", in addition, customer was registered from a banned location, Germany. Customer disregarded this and threatened to contact the gaming commission. No further contact from the company.	2025-08-03 21:21:55+02:00	2025-08-09 22:54:43+02:00
TG537325	Terms and Conditions	Rules	Closed	Resolved-Rejected	No	No	Customer inquired why company is not responding to their previous email where they want to know how to correct the "?" symbols on their account details (typically caused by special characters/cyrillic alphabet). Company rep closed the conversation again, with no response to the customer.	2025-10-17 23:26:03+02:00	2025-10-26 12:59:51+02:00
TG546585	Technical/Software Issue	Service	Closed	Unresolved	No	No		2025-12-08 22:39:30+02:00	2025-12-11 12:36:16+02:00
TG460665	Terms and Conditions	Rules	Closed	Resolved-Upheld	Yes	No	Thot Management, following the review of the provided documents and discussion with the player regarding the suspicion of multi-accounting, re-enabled account access and approved the withdrawal of the entire balance.	2025-12-02 22:39:30+02:01	2025-12-10 12:36:16+02:01
TG547774	Data protection	Service	Closed	Resolved-Upheld	No	No	Customer requested we stop sending them marketing emails. An internal ticket was created and request processed Customer expressed dissatisfaction about new leaderboards in poker saying we reduced bonus payments and removed the RISE system. Since the email the player wrote to us from was not linked to an account agent asked for the account details, customer provided the correct email but no further action was taken.	2025-08-13 23:57:10+02:00	2025-08-14 00:06:52+02:00
TG488598	Technical/Software Issue	Product	Closed	Unresolved	No	No	Customer had registered twice for a poker tournament since the satellite tourney ended later than when the main even started and they couldn't use their ticket won from the satellite. Customer asked for refund of the ticket since they have paid the entry fee twice. After review they were advised the ticket is still active on the account and for which tournament it can still be used.	2025-01-05 07:41:42+02:00	2025-01-10 20:31:35+02:00
TG477591	Technical/Software Issue	Service	Closed	Resolved-Upheld	No	No		2025-01-28 13:55:56+02:00	2025-01-28 14:25:14+02:00
TG460665	KYC and Verification	Rules/Service	Closed	Resolved-Upheld	No	No	Customer reached us on 9th February 2025 to express their dissatisfaction with the process and timeframe of reviewing their account, reporting the account has been under review for more than 6 months. On this email thread they were advised tha the account is still being reviewed and no particular timeframe could be provided of when the process would be complete. As per the account notes, after internal review and KYC provided by the customer, we informed player via email on 3rd December 2025 that their account has been reactivated and they can login any time and request a payout of their funds.	2025-02-09 02:02:37+02:00	2025-02-22 18:51:18+02:00
TG471219	KYC and Verification	Rules	Closed	Resolved-Rejected	No	No	Customer was asked to resend their KYC, their documents eventually got rejected again, as they do not meet our review criteria. Agent informed customer their account will be permanently closed based on our T&C. Customer wanted to know how to file a formal complaint as their request for a tournament reimbursement due to never being able to join the tournament was rejected. The agent requested more information to review but the customer did not respond further.	2025-02-21 20:31:27+02:00	2025-02-23 16:45:12+02:00
TG435022	Technical/Software Issue	Product	Closed	Unresolved	No	No	Customer account was closed for an extensive period while under security review. Due to length of review time the customer became agitated and eventually requested manager or supervisor assistance due to "incompetence". After approximately 6 weeks of back-and-forth interaction, and failed outbound call attempts, the customer was provided with a number to call us instead, whereby their account was reinstated.	2025-04-21 01:53:09+03:00	2025-04-21 12:19:27+03:00
TG442955	KYC and Verification	Service	Closed	Resolved-Upheld	No	No		2025-05-26 12:53:10+03:00	2025-06-17 09:01:50+03:00

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TG391375	Data protection	Service	Closed	Resolved-Upheld	No	No	Due to the suspicious attachment, the email appears to have been disregarded as spam, however the customer is inquiring on how their data is used as we as a company are promoting our website in Germany - a restricted region. They further insist that if their email is ignored they will contact Curacao-egaming.com to file a complaint, in addition passing the matter on to their lawyer. Player cashed out same day as the email. His account has been closed. no further action needed.	2025-02-04 00:55:16+02:00	2025-02-04 01:26:54+02:00