

Date	Complaint type	Description	Resolution	Date resolved
24.02.2026	Refund due to addiction request	User demanded refund because of his documented gambling addiction.	The issue was sent to finance department to be refunded	04.03.2026
27.03.2026	Deposit not received/system delay	User reported that he was charged and didn't received the deposit	The issue was sent to finance department/transaction was approved and credited by the system	29.03.2026
05.05.2026	Deposit not received	User reported that he made 4 payments and only three have been credited.	The issue was sent to finance department/ transaction was approved and credited	12.05.2026
07.06.2026	Withdrawal not received	User reported that their completed withdrawal was not received.	The payment was missing required banking information (NBC routing). The missing details were received from the user, forwarded to the finance department, and the withdrawal was resent.	15.06.2026
10.06.2026	Game issue	User reported receiving a \$1 payout in the game instead of the expected \$100.	The issue had been forwarded to the game provider	Pending