

Player Complaints Policy

Company: AMNM B.V.

Registered Address: Schottegatweg Oost 10, United 1-9, Bon Bini Business Center,
Willemstad, Curaçao

Company Registration No: 159446

Gaming License No: 1668/JAZ

Brand / Domain: www.rocknreels.com

1. Purpose

This Player Complaints Policy outlines the procedures implemented by AMNM B.V. to ensure that all player complaints are handled fairly, transparently, and in a timely manner in accordance with the requirements of the Curaçao Gaming Authority (CGA).

2. Submission of Complaints

Players may submit complaints relating to the gaming services provided on www.rocknreels.com via email at info@amnmbv.com. All complaints must include sufficient details to allow proper investigation.

3. Acknowledgement & Resolution

All complaints will be acknowledged within forty-eight (48) hours of receipt. AMNM B.V. aims to resolve complaints within fourteen (14) calendar days. Where additional time is required, the player will be informed accordingly.

4. Escalation

If a complaint cannot be resolved to the satisfaction of the player, the player may escalate the complaint to the Curaçao Gaming Authority in accordance with applicable regulations.

5. Record Keeping

AMNM B.V. maintains records of all complaints received and actions taken for regulatory and audit purposes.

6. Amendments

This policy may be updated from time to time to reflect regulatory changes or operational improvements.