

medial n.v.

COMPLAINTS HANDLING POLICY

This Complaints Policy outlines the framework for managing player complaints and disputes, ensuring a transparent, fair, and efficient process in alignment with the requirements under Article 5.3 of the National Ordinance on Games of Chance (Landsverordening op de kansspelen, "LOK") and Player Complaints Policy Guidelines Version 1.1. of Curacao Gaming Authority.

Version 1.0.
30 July 2025

1. GENERAL

MEDIAL N.V. (herein “the **Company**”) maintains effective and transparent procedures for the reasonable and prompt handling of concerns and/or queries and/or issues and/or complaints received from players and keeps a record of each complaint or concern and the measures taken for its resolution.

The Company’s aim is to provide a high level of service to all of its players at all times. The Company appreciates that from time-to-time things can go wrong or there can be misunderstandings, however the Company is committed to deal with concerns and complaints positively and supportively in line with Curacao Gaming Authority (the “**CGA**”) complaints handling guidelines and legislative requirements.

2. CONCERNS/QUERIES

If you are dissatisfied with the service provided by the Company, or if you have a query or concern regarding your account or activity with the Company, please contact our Customer Support as soon as possible at support@medialnv.com.

Players’ concerns are initially handled by the Customer Support Department which determines whether the concern can be resolved immediately or if it requires further investigation. The Company will carry out an impartial review of the issue with a view to understanding what did or did not happen and assess whether the Company has acted fairly within its rights and has met its contractual and other obligations.

The Customer Support Department should make its best efforts to ensure that in case the concern/query is being of such nature that it can be resolved immediately (within 5 business days), to do so that the player will be satisfied and will not have to pursue the completion of a formal complaint.

If the player is not satisfied with the response to the concern received, then the player may raise this further with the Compliance Department following the process indicated in the Section 3 below.

3. COMPLAINT SUBMISSION PROCESS

3.1. GENERAL INFORMATION

- 3.1.1. A complaint will be recorded as an official written complaint by the Company and will be handled as such only if it is duly submitted with all the required information as described below.
- 3.1.2. Without prejudice to the generality of the above, the Company shall treat each case separately on a case-by-case basis and categorize the matter as complaint as long as adequate particulars of conduct being alleged against the Company can be identified.
- 3.1.3. Players can lodge a complaint free of charge at any time up to six months of the settlement of the bet or the incident about which they are making a complaint.

3.2. SUBMISSION OF COMPLAIN

- 3.2.1. The players willing to submit a complaint are advised to complete the formal Complaint Submission Form and sent it to the Company via email to complaints@medialnv.com.
- 3.2.2. Upon receiving the complaint, the Company must register the complaint directly to an internal register, giving it a unique reference number.
- 3.2.3. Complaints related to responsible gambling will be prioritized due to potential impacts on players’ wellbeing. The Company, within 2 days of receiving the official Complaint Submission Form, will confirm receipt of such to the player will share the unique reference number of his complaint to use for all future contact with the Company, will provide an explanation of how the complaint will be processed and provide notice of the average timeline for resolution.

- 3.2.4. The Company will do best in efforts to resolve these cases within 5 business days of receiving the complaint. If more time is needed to make a reasonable and informed decision, players must be informed of the delay, which cannot exceed the 2 weeks. If a delay is due to a lack of or a slow response from the player, the resolution period may be extended by no more than a further 2 weeks.
- 3.2.5. Regarding all other types of complaints, the Company will assess and respond within 4 weeks. If necessary, due to complexity or lack of information, this period may be extended once by an additional 4 weeks with prior written notice to the player.
- 3.2.6. The Company within one week of receiving the official Complaint Submission Form will confirm receipt of such to the player, will share the unique reference number of his complaint to use for all future contact with the Company, will provide an explanation of how the complaint will be processed and provide notice of the average timeline for resolution.
- 3.2.7. A player will always receive a final determination of their complaint in writing within the timeframes specified above.
- 3.2.8. The response will be either:
 - a) a reasoned final assessment of the outcome/resolution of the complaint with supporting evidence if necessary or applicable.
 - b) Detailed reasons for not handling the complaint. If additional information is reasonably required to address the complaint fully, the Company will request this information within the initial 4 weeks' time period. Should the complainant not provide the necessary information within that time period, the Company may reject the complaint.
- 3.2.9. If the player is unsatisfied with the resolution and makes a further complaint to that effect, the player can escalate the matter to an independent Alternative Dispute Resolution entity as detailed in Section 4 below.

4. ALTERNATIVE DISPUTE RESOLUTION

If the Player remains dissatisfied with the final response of the Company or in case of no final response within the specified timeframe, the Player is entitled to take his complaint to the Alternative Dispute Resolution (the “**ADR**”) entity, free of charge. For avoidance of doubt, the Company will bear all costs of the ADR process.

Alternative Dispute Resolution Entity:	

5. OTHER INFORMATION

The Company shall maintain all complaints for a minimum period of seven years after the execution of the complaint and/or termination of the business relationship with the Player. The departments responsible are the Compliance Department and the Customer Support Department.