

Player's Complaints Procedure

1. Introduction

At Sunrise Worldwide Solution N.V. ("Winpoker"), we are committed to delivering a high-quality user experience and maintaining the highest levels of customer satisfaction. We acknowledge that occasionally issues may arise, and we welcome all feedback to help us improve our services.

2. Submitting a Complaint

If you are dissatisfied with any aspect of our service, we encourage you to contact us promptly so we can address your concern fairly and efficiently. Complaints may be submitted through the following channels:

- **Live Chat** (accessible via our website)
- **Email:** sunriseworldsolution@gmail.com
- **Web Message** (via your user account dashboard)

3. Information to Include

To ensure a timely and thorough review of your complaint, please provide the following details:

- Your **username or registered email address**
- Your **full name**
- A **detailed description** of the issue or concern, including relevant dates and screenshots if applicable

4. Complaint Handling Process

1. Initial Review:

Your complaint will be acknowledged and assigned to a dedicated Customer Service team member for initial assessment. We aim to respond within **48 hours** of receipt.

2. Escalation Process:

If you are not satisfied with the initial outcome, you may request an escalation. Your case will then be reviewed by a senior member of the Customer Service Management Team who will conduct an **independent and impartial review**.

3. Final Response:

The outcome of the escalation will be considered the Company's **final decision** on the matter.

5. Confidentiality and Record-Keeping

All complaints will be handled confidentially and in accordance with our Privacy Policy and applicable data protection laws. Records of complaints and resolutions will be retained for a minimum of **six years** to comply with legal and regulatory requirements.

6. Further Assistance

If you remain unsatisfied after exhausting our internal complaints procedure, you may be entitled to escalate your complaint to an independent dispute resolution service or relevant regulatory authority, depending on your jurisdiction. Contact us for guidance on this process.