

# Complaints Policy - Curacao



## Introduction

This policy outlines the procedures for handling complaints and disputes received from customers of Bet Pegasus BV, as per the ***Landsverordening op de kansspelen (LOK)*** and as guided to by the Curacao Gaming Authority. We are committed to providing a fair, transparent, and timely resolution to all customer complaints.

## Scope

This policy governs all complaints and disputes related to our remote gambling services, encompassing, but not limited to, the following areas:

- Account management
- Bonus and promotional offers
- Payment and withdrawal issues
- Software and technical problems
- Betting and gaming outcomes
- Customer service interactions
- Responsible gambling concerns

## Core Principles

**Accessibility:** Transparency regarding Bet Pegasus BV's complaints procedure is essential and should be readily available through online pages or upon customer request. Customers should have the option to initiate the complaints process via all contact methods.

**Fairness:** All complaints should be addressed with impartiality and fairness. It is essential to approach each situation without bias, allowing for a thorough investigation and resolution.

**Timeliness:** Complaints will be addressed swiftly, and individuals will be kept updated on the status of their concerns.

**Record Keeping:** All complaints must be recorded and maintained for regulatory compliance.

**Vulnerable Customers:** Our internal procedures must cater for vulnerable customers, who may enter our complaints process.

## **Complaints Procedure**

The Complaints Procedure should be clear and accessible to all players, and internal operations must consider the following:

1. We accept complaints only for incidents within the last 6 months.
2. We must acknowledge receipt of complaints within 1 week.
3. We must follow the regulator's model format, including the complainant's name, address, date, and conduct description.
4. Our approach and escalation must remain clear to the player throughout.
5. All complaints must have a final resolution or non-acceptance within 4 weeks. If extended, we may add 4 weeks but must confirm this in writing to the customer.

In the case of final responses, and or non acceptance we must provide the customer relevant information to contact our ADR entity (if applicable).

## **Record Keeping and Reporting**

As per the requirement regarding general reporting, logs for complaints should be easily accessible and ready to report on when required.

- date complaint submitted by the customer
- date we acknowledge the complaint
- customer account details
- specific details of the complaint
- type of complaint (self-exclusion, safer gambling tools, customer interaction, gambling transactional issues, withdrawals / financial transactions, marketing and advertising, bonus or promotional offer terms, and other)
- date a final resolution (or deadlock) letter was sent to the customer
- if the complaint was referred to an ADR provider
- the outcome of any dispute referred to an ADR provider, where the provider accepts the case

**This does not apply to complaints about customer services and or non-gambling-related occurrences.**

## **Curacao Legislation**

This policy adheres to standard set in the LOK, and Curacao Gaming Authority. It also incorporates best practice recommendations and guidance, particularly concerning record keeping. The policy will undergo an annual review in conjunction with internal procedures,

ensuring that any updates to codes or guidance are recognised promptly, which may trigger an earlier review if necessary.

**Staff Training**

All personnel engaged in complaint handling are required to undergo comprehensive training. This training ensures that staff are well-acquainted with the internal complaints procedures.

**Version Control**

The current status of this document is: IN PROGRESS

Owner by - @Joaquin Paton Compliance Key Person

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| V0.1           | Initial draft      | <span>@Zac Barrett</span> | Edward Hamilton | 1 April 2026 |
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