

## Zoecasino.com Complaints Policy

**Effective Date: 28 July 2025**

### 1. Policy Overview

Zoecasino is committed to delivering a fair, transparent, and timely complaints resolution process. This policy outlines how players can raise concerns and how those concerns will be managed, in accordance with Article 5.3 of the National Ordinance on Games of Chance (LOK).

This policy applies to all registered players of [www.zoecasino.com](http://www.zoecasino.com) and includes access to free Alternative Dispute Resolution (ADR) services.

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### 2. Definitions

- **Complaint:** A written expression of dissatisfaction related to our services or decisions, requiring a response.
  - **Player Interaction:** Any written communication between the player and Zoecasino.
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### 3. How to Submit a Complaint

#### 3.1 Complaint Submission Window

- Any claim regarding a transaction in conjunction with a Player's Account shall be made to Us within six months after the transaction, payment and/or settlement took place, or should have taken place; otherwise Zoecasino reserves the right, at its own discretion, not to consider the claim.

#### 3.2 Submission Process

1. If an Account Holder wishes to lodge a complaint, it should do so with Zoecasino's Customer Support using the contact details on the "Get Help" page on the Website. The parties should do their utmost to reach an amicable settlement within a reasonable time. Zoecasino will use reasonable endeavours to promptly reply to all complaints and in any event within not more than 10 days from the date that an Account Holder provides all information reasonably required to determine a complaint. Where the nature of the complaint is such that more time is necessary to complete it Zoecasino may need to extend this to a further 10 days, in which case the Account Holder will be informed accordingly.  
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2. Complaints can be submitted via:
  - Live Chat
  - Email: [support@zoecasino.com](mailto:support@zoecasino.com)
3. If a dispute should occur between Zoecasino and the Account Holder, Zoecasino will make accessible to the Account Holder a detailed transaction record. Such information will also be made available to a legitimate third party (e.g. a judge or court) if Zoecasino deems it necessary or if it is required by a legitimate authority.

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## 4. Complaint Resolution Process

### 4.1 Responsible Gaming Complaints

- Prioritized due to potential player harm.
- Resolved within **5 business days**.
- Acknowledgment of receipt sent within **2 days**, including processing details and resolution timeline.

### 4.2 All Other Complaints

- Acknowledgment of receipt sent within **7 days**.
- Aimed to be resolved within **4 weeks**; extendable by another **4 weeks** with notice if necessary.

### 4.3 Use of Artificial Intelligence

- AI may assist in non-complex complaint handling.
  - Responsible Gaming and complex cases will be handled by human agents.
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## 5. Record-Keeping and Reporting

Zoecasino maintains full records of all complaints and Records are kept for **up to five years** or as required by law.

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## 6. Player Rights & Information

- Players have the right to complain about **any aspect** of their interaction with Zoecasino, including (but not limited to):
    - Deposits, withdrawals, bonus terms, account restrictions, game fairness, responsible gaming, KYC/AML, data privacy, technical issues.
  - Players may contact the **Curacao Gaming Authority (CGA)** regarding regulatory breaches, but not individual dispute mediation.
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## 7. ContactCustomer Support:

Email: support@zoecasino.com

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## 8. Policy Publication and Acceptance

- This policy is linked in our website footer and player registration flow.

- Acceptance of the policy is confirmed during account creation.
- Full Complaints Policy and procedures are integrated into our Terms and Conditions.