



PLAYER COMPLAINTS POLICY

CONFIRMED

Willemstad, on October 16, 2024



Managing Director of BAMLA LIMITED N.V.
Christos Polyviou

Document Classification: CONFIDENTIAL						
Name:	Player Complaints Policy					
Maintainer:	MLRO	Approver:	Statutory Director			
Status:	In effect	Version:	1.0	Date:	16.10.2024.	Page 2 of 4

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1. TERMS USED IN THE POLICY

Company	BAMLA LIMITED N.V., registered № - 164689, legal address - 1 Abraham de Veerstraat, Willemstad, Curaçao; (referred to as "the Company", "We", "Us" or "Our").
Guidelines	means any Laws and Acts legally enacted from time to time in Curacao, or which are applicable and enforceable in Curacao.
Players	any legal or physical person aiming to conclude a Business Relationship or conduct a single transaction with the Company.
Policy	This Player Complaints Policy

2. THE PURPOSE AND SCOPE OF THE POLICY

- 2.1. At Company, we are committed to providing a transparent and efficient process for handling Player complaints, ensuring all complaints are addressed fairly and within the regulatory Guidelines set by the Curaçao Gaming Control Board (GCB).

3. SUBMITTING A COMPLAINT

- 3.1. Players can submit complaints through our Customer Service Department at support@rioplay.com using their registered email address.
- 3.2. The complaint submission process is simple and free, ensuring accessibility for all Players.
- 3.3. Complaints must be submitted within 72 hours of the wager or event in question. We are unable to accept claims after this period.
- 3.4. Players will have the option to submit complaints in English or the language in which they participated in the games.

4. ACKNOWLEDGMENT AND PROCESSING

- 4.1. Once a complaint is submitted, we will promptly acknowledge receipt of the complaint.
- 4.2. Our Customer Service team will investigate the complaint and provide a resolution as soon as possible, but no later than eight weeks from the date of submission.
- 4.3. If the initial investigation does not resolve the issue, the complaint will be escalated to management for further review.

5. COMPLAINT RESOLUTION

- 5.1. All complaints will be addressed in a fair and timely manner, and Players will be informed in writing of the outcome, including:
- 5.1.1. Duly substantiated reasons for our findings.
 - 5.1.2. Any supporting documents (if required) related to the decision.
- 5.2. If the complaint involves a dispute regarding game results, the random number generator (RNG) will determine the outcome of the games, and the game server records will be considered final in the event of discrepancies between the displayed results and the actual game server data.

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6. DISPUTE ESCALATION AND ALTERNATIVE DISPUTE RESOLUTION (ADR)

- 6.1. If our internal process does not result in a resolution satisfactory to the Player, they may escalate the issue by filing a formal complaint with our licensing body, Cyberluck Curaçao N.V.
- 6.2. In accordance with GCB requirements, we also offer the possibility of Alternative Dispute Resolution (ADR) with a specialized, independent ADR provider approved by the GCB, at no cost to the player.

7. ADDITIONAL COMMUNICATION AND RECORD KEEPING

- 7.1. Throughout the complaint process, we will ensure that all communications, decisions, and supporting documents are provided in the Customer's chosen language.
- 7.2. We will retain records of all complaints and related correspondence in line with regulatory requirements.

8. NO LIABILITY

- 8.1. While we strive to address all complaints effectively, Company assumes no liability towards Players or any third parties in relation to actions taken or not taken regarding a complaint.