

CAECUS N.V.

(163779)

Chuchubiweg 17, Willemstad, Curaçao

PLAYER COMPLAINTS POLICY

Version 1 / 2025



Approved by the Board of Directors

Date: 14.07.2025

Contents

1.	Statement of Policy.....	2
2.	How to Submit a Complaint at Caecus N.V.....	2
3.	How to File Your Complaint.....	3
4.	The Role of the Curaçao Gaming Control Board (GCB).....	4
5.	How We Handle Your Complaint.....	4
6.	Acknowledging Your Complaint Promptly.....	4
7.	How We Investigate.....	5
8.	Technology with a Human Touch.....	5
9.	Alternative Dispute Resolution (ADR).....	5
10.	Record-Keeping & Reporting.....	6
11.	Transparency in Our Terms & Conditions.....	6
12.	Reasons You Might Submit a Complaint.....	7
13.	Governing Law & Jurisdiction.....	7
14.	Definitions (Simplified for Clarity).....	7
15.	Contact Us.....	8



1. Statement of Policy

Caecus N.V. is a legally registered entity in Curaçao (Company Number 163779). The company is authorized under the license issued by the Curaçao Gaming Control Board to offer games of chance (License Number OGL/2024/1262/0493), identified as, and adheres to the relevant licensing regulations and regional limitations set forth by the Curaçao regulatory authorities. Caecus N.V operates the website www.1xbet.com

This Policy has been established to provide a clear and structured framework for the receipt, management, and resolution of complaints submitted by players. It reflects Caecus N.V.'s ongoing commitment to upholding the highest standards of fairness, transparency, and player protection, in full alignment with the requirements set forth in Article 5.3 of the National Ordinance on Games of Chance (Landsverordening op de kansspelen, LOK) and the supervisory guidelines issued by the Curaçao Gaming Control Board (GCB)

The primary objective of this Policy is to ensure that all players benefit from a reliable, efficient, and impartial complaints resolution process, with all concerns addressed in a fair and timely manner. Furthermore, this Policy guarantees players the right to escalate any unresolved complaints to independent and free Alternative Dispute Resolution (ADR) services, in accordance with Curaçao's regulatory framework.

This Policy is binding on all players from the moment they register an account and engage with the gaming services provided by Caecus N.V. By either explicitly accepting the Policy during the registration process (e.g., through a checkbox or confirmation pop-up) or by continuing to use the services provided under the company's license, players are deemed to have accepted its terms.

The provisions of this Policy operate alongside, and do not supersede, any applicable private law obligations, including but not limited to those contained in Book 6 of the Civil Code of Curaçao concerning general terms and conditions. Nothing within this Policy limits or affects any rights players may hold under applicable civil law.

2. How to Submit a Complaint at Caecus N.V.

Complaint Timeframe: When to Raise an Issue

We want to hear from you if something hasn't gone right. To ensure a fair and efficient process, please submit any complaint within six (6) calendar months of:



- The settlement of your bet
- The event or incident you're concerned about
- The conclusion of the game involved

This timeframe applies across all gaming services we offer — from poker to sports betting and beyond.

For in-play betting, where data changes quickly, we encourage you to raise any issues as soon as possible. Some data may not be stored indefinitely due to its real-time nature.

3. How to File Your Complaint

To ensure fairness and transparency, all complaints must be submitted personally by the registered account holder using our official Complaint Submission Form.

You can access this form:

- As a downloadable PDF or Word file on our website (or)
- As an online form within your account dashboard

What we need from you:

- Your full name, address, and account ID
- The date of your complaint and the date of the issue
- A clear and detailed description of the issue, with any supporting documents
- The category of your complaint (e.g., deposit, withdrawal, technical issue, responsible gaming)

We may occasionally ask for additional details if needed to resolve your case properly — but we keep these requests reasonable and proportionate.



4. The Role of the Curaçao Gaming Control Board (GCB)

Please note: The GCB does not resolve individual disputes between players and operators. Their role is regulatory, overseeing compliance at a broader level.

However, if you believe Caecus N.V. is breaching regulations or licensing terms, you have every right to notify the GCB. We will never block or discourage you from doing so.

5. How We Handle Your Complaint

Our Prioritization Process

At Caecus N.V., every complaint matters. Once we receive yours, we log it and assess its urgency.

- Responsible Gaming complaints (e.g., self-exclusion, protection of vulnerable players) are handled as a priority. We aim to resolve these within 5 business days, though exceptionally complex cases may take up to two additional weeks.
- All other complaints are processed in the order received, with a typical resolution time of 4 weeks. Complex cases may require up to 8 weeks.

6. Acknowledging Your Complaint Promptly

When you submit a complaint, we'll confirm we've received it:

- Within 2 calendar days for Responsible Gaming issues
- Within 7 calendar days for all other complaints

You'll receive:

- A confirmation email with your case reference number
- An outline of next steps and expected timelines
- Clear communication about any potential delays



7. How We Investigate

Our process is thorough, impartial, and transparent. We review:

- Your account history, transactions, and communication records
- Relevant technical data and internal reports
- Any additional information you provide

Our trained Complaint Handlers work with departments like Customer Support, Compliance, and Tech to ensure every case is fully understood and fairly resolved.

Once complete, you'll receive:

- A clear written explanation of our findings
- Supporting evidence where applicable
- Guidance on escalating to independent ADR services if needed

8. Technology with a Human Touch

We use AI tools to help organize and analyze complaints efficiently, but final decisions always involve human oversight, especially for:

- Responsible Gaming issues
- Complex or sensitive cases

No AI decisions are final without a human review to protect your rights and ensure fairness.

9. Alternative Dispute Resolution (ADR)

If you're not satisfied after we've completed our process, you have the right to escalate your case to an independent ADR provider. This service is:



- Free for players — Caecus N.V. covers the costs
- Impartial and independent

Once the ADR process concludes, its decision is considered final under the ADR framework. However, if the outcome isn't legally binding, you may still pursue the matter through the courts.

To ensure the ADR process remains fair, we may set reasonable referral criteria, such as a minimum claim value — always in line with applicable laws and regulatory oversight.

10. Record-Keeping & Reporting

Alongside its internal record-keeping practices, Caecus N.V. submits comprehensive reports to the Curaçao Gaming Control Board (GCB) twice a year, specifically on January 15th and June 15th. These reports detail the following:

- The total number of complaints received
- A breakdown of resolved complaints, indicating how many were decided in the player's favor and how many were not upheld
- The number of complaints that remain pending or unresolved
- Categories of complaints (such as technical issues, payment delays, and Responsible Gaming concerns)
- The number of complaints escalated to Alternative Dispute Resolution (ADR), along with the respective outcomes
- The number and nature of cases in which players have initiated legal proceedings

The Curaçao Gaming Control Board retains the right to inspect our complaint records at any time as part of its regulatory oversight. Caecus N.V. is fully dedicated to cooperating with the GCB and will provide any requested information promptly and in accordance with the required format.



11. Transparency in Our Terms & Conditions

This Complaints Policy is a key part of our Terms and Conditions, and we make sure it's always:

- Clearly visible on our website, registration pages, and player dashboards
- Summarized within our T&Cs, with easy links to this full document
- Confirmed by you through an active acceptance step during registration

Our Terms clearly outline your right to:

- Submit a complaint
- Access ADR services if needed
- Understand that while the GCB doesn't resolve individual disputes, it monitors our regulatory compliance

12. Reasons You Might Submit a Complaint

Players typically raise complaints about:

1. Deposits: Delays, missing funds, or errors
2. Withdrawals: Delays, rejections, eligibility disputes
3. Bonuses & Promotions: Terms, fairness, wagering concerns
4. Account Closures or Restrictions: Unexplained suspensions or limits
5. Game Fairness: Outcomes, malfunctions, transparency
6. Responsible Gaming Protections: Self-exclusion, cooling-off periods
7. KYC & Verification: ID checks, delays, disputes
8. Data Privacy & Security: How we store and handle your data
9. Technical Issues: Access problems, platform malfunctions
10. Fraudulent Activities: Suspicion of scams or security breaches
11. Underage Access: Concerns over minors accessing services
12. Licensing or Regulatory Concerns: Potential rule violations



13. Governing Law & Jurisdiction

This policy shall be governed by and construed in accordance with the laws of Curaçao.

In the event of any legal dispute arising from or connected to this policy that cannot be resolved through our internal complaints procedure or Alternative Dispute Resolution (ADR), the courts of Curaçao shall have exclusive jurisdiction.

Nothing in this provision affects any legal rights you may hold under applicable laws to initiate proceedings in your country of residence, where such rights are protected by law.

14. Definitions (Simplified for Clarity)

Player: A verified account holder using our services.

Complaint: Your formal expression of dissatisfaction requiring a response.

Dispute: An unresolved complaint escalated to ADR or legal action.

ADR: An independent, regulator-certified process to resolve disputes — free to you.

Responsible Gaming Complaint: Concerns about our safeguards for vulnerable players.

Technical Issue: Any malfunction affecting your ability to play.

Fraudulent Activity: Any deceitful conduct impacting fairness or security.

Complaint Handler: Our trained specialists who manage complaints fairly.

15. Contact Us

General Enquiries

info-en@1xbet-team.com

Complaints

admin-security@1xbet-team.com

Live Chat

Available 24/7 on www.1xbet.com

Submit a Complaint Online

www.1xbet.com

ADR Information

www.1xbet.com

Curaçao Gaming Control Board (GCB)

www.gamingcontrolcuracao.org

