

Player Complaints Handling Procedure
Green Stream Technology B.V.

Document Control

Version	Date	Description of Changes	Author
1.0	04.02.2026	Initial draft	IGA Trust B.V.

1. Purpose

This policy ensures that all players using our platform can raise any concerns or complaints and have them handled in a fair, transparent, and trackable manner. Every complaint will be addressed seriously in accordance with Article 5.3 of the National Ordinance on Games of Chance (LOK) and Curaçao Gaming Authority (CGA) guidelines. This document serves both as a legal requirement and a practical guide for players, providing clarity on:

- When and how to submit a complaint
- How complaints are investigated and resolved
- Options for escalation through an independent Alternative Dispute Resolution (ADR) process

2. Policy Objectives

The key objectives of this policy are:

- Protect Player Rights – Ensure all complaints are handled fairly, transparently, and free of charge.
- Provide Clear Procedures – Each step, from submission to resolution, is clearly defined.
- Offer ADR Options – Players can escalate unresolved complaints to a certified ADR entity.
- Record and Report – Maintain comprehensive records for tracking, auditing, and reporting to the CGA.

3. Responsibilities

3.1. Customer Support Team

- Immediate Acknowledgement – Confirm receipt of complaints promptly, providing estimated resolution timelines.
- Comprehensive Documentation – Record all communications and attached evidence in an electronic case file.
- Internal Coordination – Liaise with Technical, Finance, or Risk teams as needed.
- Transparent Communication – Keep players informed at every step and request any missing information.

3.2. Management Team

- Oversight – Ensure complaints are processed according to policy.
- Approval for Extensions – Approve timeline extensions and notify players in writing.
- Reporting – Compile statistics and submit bi-annual reports to the CGA.

4.

4.1 What is a Complaint?

- A complaint is a written expression of dissatisfaction from a player regarding:
- Game results or bet settlements
- Customer support or platform issues
- Terms or rules interpretation
- Any company decision affecting player rights
- Note: Verbal complaints or social media posts are not considered formal complaints.

4.2 Submission Deadline

- Complaints must be submitted within 6 months of the incident or bet settlement.
- Late complaints may be rejected unless exceptional circumstances exist.

4.3 How to Submit

- Email: info@go88.com

- Live Chat: Available 24/7

4.4 Required Information

- Players should provide:
- Full name, account number, and contact details
- Date of incident and/or bet reference
- Detailed description of the issue
- Supporting documents (screenshots, emails, transaction records, etc.)

5 Complaint Handling Process

5.1 Initial Acknowledgement

- Receipt Confirmation
- Automated email confirmation or manual Live Chat acknowledgment
- Assign a dedicated CS representative and create a case number
- Preliminary Assessment
- Check whether the complaint is complete
- If additional information is needed, CS contacts the player within 3 business days

5.2 Classification and Prioritization

- Responsible Gaming Complaints (High Priority)
 - Related to excessive betting, gambling addiction risk, or player harm
 - Acknowledge within 2 business days
 - Resolve within 5 business days whenever possible
 - Maximum extension: 2 additional weeks with justification
- General Complaints
 - Includes transaction disputes, technical issues, customer service concerns
 - Acknowledge within 1 week
 - Resolve within 4 weeks; if complex, may extend once for 4 more weeks with prior notice

5.3 Investigation and Internal Handling

- Technical Review: Verify game logs and system records
- Financial Review: Check transaction and payment accuracy
- Cross-department Coordination: Ensure all departments cooperate if multiple areas are involved
- Ongoing Communication: CS keeps the player updated and requests additional information if needed

5.4 Response to Player

- Resolution Outcome: Provide a clear explanation, including whether the complaint is upheld or rejected
- Supporting Evidence: Include screenshots, logs, or relevant documents
- ADR Guidance: Inform players they may escalate to Curaçao ADR if unsatisfied
- Record Keeping: Document all communications and evidence in the case file

6 Alternative Dispute Resolution

6.1 ADR Availability

- Players can escalate unresolved complaints to Curaçao Alternative Dispute Resolution Entity
- ADR process information must be accessible via the website and customer service

6.2 ADR Procedure

- ADR entity is independent and authorized to resolve gaming disputes
- ADR decisions are binding on the operator
- Process is free for players

6.3 When to Use ADR

- Players may initiate ADR if:
- A valid complaint has been submitted to the operator
- The operator has issued a final response or failed to resolve it in time
- The player remains dissatisfied with the final outcome

6.4 How to Submit to ADR

- Contact the designated ADR entity
- Submit all evidence and communication history
- Complete the ADR application form

6.5 Operator Obligations

- Maintain a formal agreement with at least one CGA-certified ADR provider
- Cover all ADR costs
- ADR case cannot be submitted to another provider simultaneously
- Abandoning ADR closes the case permanently
- Comply with ADR decisions and maintain records

6.6 Possible ADR Outcomes

- Complaint Upheld: Player receives compensation or corrective action
- Complaint Rejected: No breach or wrongdoing found
- Partial Resolution: ADR proposes a compromise

7. Record-Keeping and Reporting

7.1 Maintain records of all complaints, communications, and resolutions for at least 5 years

7.2 Submit bi-annual reports to CGA (Jan 15 & June 15) including:

- Total complaints received
- Resolved complaints (upheld/rejected)
- Pending complaints
- Complaints by category
- Complaints referred to ADR
- Cases where players took legal action

8. Complaint Handling Process Flowchart

Complaint & Dispute Resolution Process

