

Player Complaints Management Policy

Amadeus Technology B.V.

1. Purpose

This policy defines the framework for handling player complaints fairly, transparently, and in compliance with Article 5.3 of the National Ordinance on Games of Chance (LOK).

2. Scope and Objectives

This policy forms part of the Company's Terms and Conditions and ensures that all players have access to a free and impartial complaints process, including ADR where applicable.

3. Responsibilities

Customer Support is responsible for receiving, recording, and responding to all complaints in a timely and professional manner.

4. Complaint Procedure

4.1 Definition and Submission

A complaint is a written expression of dissatisfaction submitted by a registered player within six months of the incident.

Submission channels:

- Email: info@sun.win
- Live chat (24/7)

Required details:

- Full name and address
- Account number
- Dates
- Description of issue
- Supporting documents

4.2 Handling Timelines

Responsible Gaming complaints:

- Acknowledgement within 2 business days
- Resolution within 5 business days where possible
- Maximum extension of 2 weeks

Other complaints:

- Acknowledgement within 7 days
- Resolution within 4 weeks
- One-time extension of 4 weeks if complex

4.3 Final Response

A written decision with reasons and evidence where applicable. Players may escalate to ADR if dissatisfied.

5. Alternative Dispute Resolution

The Company engages a CGA-certified ADR provider in Curacao. ADR is free for players and binding on the Company.

6. Record Keeping

All complaints are recorded and retained for five years. Reports are submitted to the CGA twice yearly.

7. Contact Information

Customer Support: info@sun.win

ADR Provider: Curaçao Alternative Dispute Resolution Entity

Appendix A: Sample Acknowledgment Message

Subject: Complaint Received – Reference #[ComplaintID]

Dear [Player Name],

We confirm receipt of your complaint concerning [brief summary] submitted on [date]. Your complaint reference number is #[ComplaintID]. We will review your case in detail and aim to provide a full response within 10 working days. Should we require further information from you, we will reach out promptly.

Thank you for bringing this matter to our attention.

Kind regards,
Complaints Team

Appendix B: Sample Final Response Message

Subject: Complaint Resolution – Reference #[ComplaintID]

Dear [Player Name],

Our investigation into your complaint regarding [brief summary] has now been completed. We have reviewed all relevant information and have reached the following conclusion:

[Insert summary of findings, decision, and any corrective action.]

If you remain dissatisfied with this outcome, you have the option to refer your complaint to our appointed Alternative Dispute Resolution (ADR) service for an independent review. Details of the ADR are as follows:

ADR Name: Curaçao Alternative Dispute Resolution Entity

Link for Claim: <https://cadre.online/file-a-claim-international/>

Please note that complaints must be submitted to the ADR within 12 months of this final response.

Thank you for your patience during this process.

Sincerely,
Complaints Officer

