

PLAYER COMPLAINTS POLICY

Version: 1.0

Effective Date: 01.04.2026

1. Our Commitment

We aim to provide a fair, transparent, and efficient process for handling any concerns you may have. Most issues can be resolved quickly by our customer support team. This policy explains how to submit a complaint and how we will handle it.

2. When to Submit a Complaint

You may submit a complaint about any aspect of your relationship with our casino, including but not limited to:

- Deposit or withdrawal issues
- Bonus terms and conditions
- Account closures or restrictions
- Game outcome fairness
- Responsible gaming concerns
- Verification (KYC) issues
- Data protection or technical issues

Time limit: You must submit your complaint within 6 months of the bet settlement or the incident you are complaining about.

3. How to Submit a Complaint

Step 1: Contact Customer Support First

Most issues are resolved at this stage. Please contact us via:

- **Email:** [TBD]
- **Live Chat:** Available on our website

Step 2: Formal Complaint Submission

If you are not satisfied after speaking with customer support, you may submit a formal complaint using our Complaint Submission Form, available:

- As a downloadable form (PDF) – complete and email to [TBD]

- Or as an online form on this page

The form will ask for:

- Your name, address, and country of residence
- Your account number (if applicable)
- Date of complaint and date of the disputed event
- Description of the issue (including category, e.g., withdrawal, bonus, etc.)

You may attach any supporting documents you consider relevant.

4. How We Handle Your Complaint

For Responsible Gaming Complaints (priority handling)

- We will confirm receipt within **2 business days**
- We aim to resolve within **5 business days**
- If more time is needed, we will inform you (maximum extension of 2 weeks).

For All Other Complaints

- We will confirm receipt within **1 week**
- We aim to provide a final response within **4 weeks**
- If your complaint is complex, we may extend this by another 4 weeks (we will notify you in writing).

Our Final Response

You will always receive a written final determination, which will include:

- A reasoned outcome with supporting evidence where applicable, or
- Detailed reasons if we cannot handle the complaint

5. Escalation to Alternative Dispute Resolution (ADR)

We aim to resolve all complaints internally to your satisfaction. However, if you remain unsatisfied with our final response, you may escalate the matter to an independent ADR provider at no cost to you.

- We will provide you with the contact details of our certified ADR provider upon request or with our final response.
- The ADR process is free of charge for you (we bear all costs).
- Once an ADR process is completed, the matter cannot be reopened with a different ADR provider.

Note: We encourage you to complete our internal complaints process first – most issues are resolved faster this way.

6. Your Rights

- You are not restricted from taking legal action at any time, subject to applicable laws.
- The Curaçao Gaming Authority (CGA) does not mediate individual disputes, but you may contact the CGA if you believe we are in breach of our license conditions.

7. Record Keeping

We keep records of all formal complaints for at least 5 years. Regulatory reports are submitted to the CGA twice per year as required by law.

8. Changes to This Policy

We may update this policy from time to time. The latest version will always be available on this page.