

CGA - Player Complaints Report

Name of the Operator	Castianes B.V.
License Number:	OGI/2024/1329/0629
Date of the report	15/01/2026
Period covered	H2 2025
Total number of complaints made:	17
Total number of settled complaints (upheld and rejected):	11
Number of pending or unresolved complaints:	6
Number of complaints by category (<i>The number of complaints might be higher than the total number of complaints made, considering that multiple categories were selected by the players in complaints</i>):	see below
Number and detail of complaints for which a player has taken legal action:	
<i>Deposit/Withdrawal</i>	1
<i>Player Balances Treatment</i>	1
<i>Data Protection</i>	-
<i>Technical/Software Issue</i>	1
<i>AML</i>	-
<i>Fraud</i>	-
<i>License or Regulatory Issue</i>	-
<i>Unfair Terms & Conditions</i>	-
<i>Bonus Terms & Conditions</i>	1
<i>Account Restriction/Closure</i>	11
<i>Game Outcome/Fairness</i>	2
<i>Responsible Gaming</i>	1
<i>KYC/Verification</i>	1
<i>Other</i>	-
Number referred to ADR:	0
Number and detail of complaints for which a player has taken legal action:	0