

Complaints Policy

Last Updated: 25.07.2025

Policy Overview

This Complaints Policy outlines the framework for managing player complaints and disputes in accordance with Article 5.3 of the National Ordinance on Games of Chance (Landsverordening op de kansspelen, "LOK"). It ensures a fair, transparent, and efficient process, including access to free alternative dispute resolution (ADR) services.

Compliance with this Policy is mandatory under the LOK and is subject to supervision and enforcement by the Curaçao Gaming Authority (CGA).

This Policy forms part of the operator's Terms and Conditions.

Definitions

- **Player Interaction:** Any written communication initiated by a player regarding the operator's services.
- **Complaint:** A written expression of dissatisfaction requiring a response or resolution.
- **Dispute:** A complaint not resolved internally and escalated to an ADR provider or legal authority.
- **Registered Player:** A natural person who has completed the registration process and holds an active account with the operator, and who is thereby entitled to make complaints under this Policy.
- **Responsible Gaming Complaint:** A complaint involving issues of player protection, including but not limited to self-exclusion, targeting of vulnerable individuals, delays or failures in applying cooling-off periods, or other concerns under the Responsible Gaming policy.
- **Alternative Dispute Resolution (ADR):** A process involving the impartial and independent resolution of disputes between a player and the operator by an external entity that is certified by the Curaçao Gaming Authority (CGA) for such purpose.
- **Curaçao Gaming Authority (CGA):** The supervisory body responsible for licensing, monitoring, and enforcing compliance under the National Ordinance on Games of Chance (LOK).
- **Complaint Submission Form:** The official form made available by the operator for players to submit formal complaints.
- **Escalation:** The process of transferring a complaint from one resolution stage to another, such as from customer support to formal internal review or from the operator to an ADR provider.
- **Resolution Period:** The maximum allowable timeframe for the operator to respond to or resolve a complaint, as established in this Policy, subject to limited extensions under specific conditions.

Rights and Obligations

Players have the right to:

- Submit complaints free of charge within six (6) months of the relevant event.
- Receive acknowledgment of their complaint within the regulatory timeframes.
- Be informed about complaint handling procedures and expected timelines.

- Escalate unresolved matters to an independent ADR provider, free of charge.
- Seek further legal recourse where permitted under applicable law.
- Contact the CGA in case of regulatory violations or license breaches.

The operator is obligated to:

- Maintain an effective, transparent, and accessible complaints process.
- Respond to all complaints within regulatory deadlines.
- Offer at least one certified ADR provider and ensure accessibility to ADR.
- Include a Complaint Submission Form and relevant guidance on the website.
- Maintain complete and secure records of all complaints for the required retention period.
- Submit regular reports to the CGA as required by the LOK.
- Clearly communicate the CGA's non-mediation role.

General Complaint rules

- Players may submit complaints up to six months from the settlement of the relevant bet or incident.
- For in-running bets or data-sensitive cases, earlier submission is recommended due to potential data loss.
- Only the registered player may file a complaint.
- First-level support may be available via email: support@continentgaming.com.
- An official Complaint Submission Form is available below in this Policy.

Complaint Handling and Resolution

The CGA does not mediate or decide individual complaints.

Players may contact the CGA to report malpractice or license breaches.

Complaints that involve responsible gaming concerns—such as issues related to self-exclusion, targeting of vulnerable players, or failure to implement protective measures—are treated with priority due to their potential impact on player welfare. The operator must confirm receipt of such complaints within two (2) business days and aim to resolve them within five (5) business days. If resolution requires more time, the player must be informed, and the extended period should not exceed fourteen (14) days unless the delay is caused by lack of cooperation or incomplete information from the player.

For all other types of complaints, the operator is required to acknowledge receipt within seven (7) calendar days of submission. The operator must assess the complaint and aim to provide a final resolution within four (4) weeks. If additional time is needed due to complexity or missing information, the operator may extend the resolution period once, for up to four (4) additional weeks, provided that the player is notified in writing.

Following the review of the complaint, the operator shall issue a final decision in writing. This decision must contain either a reasoned assessment and outcome with supporting evidence, or a clear explanation for rejecting the complaint. If further information from the player is needed to complete the assessment, the operator must request it within the initial four-week resolution period. If the player does not respond in time, the operator may consider the complaint closed. The player must also be informed of their right to escalate the issue to an ADR provider if they are dissatisfied with the outcome.

The operator may use artificial intelligence (AI) to support complaint handling processes, provided that all AI-generated decisions are reviewed by human staff for

fairness and consistency. AI must not be used in handling complaints that relate to responsible gaming or in any cases that are reasonably complex and require human judgment.

Alternative Dispute Resolution (ADR)

The operator undertakes to enter into a binding agreement with at least one independent Alternative Dispute Resolution (ADR) provider, certified by the Curaçao Gaming Authority (CGA), as soon as the official list of approved ADR entities is published by the CGA.

ADR services must be offered to players free of charge, and all costs associated with the ADR procedure shall be borne by the operator. Players are entitled to escalate unresolved complaints to the designated ADR provider, and once the ADR process has commenced, it cannot be restarted with a different ADR entity.

Should the player withdraw from the ADR process after initiation, the complaint may be deemed closed and not subject to re-submission.

The operator may establish reasonable parameters around the use of ADR—such as minimum claim thresholds or the binding nature of decisions—provided that such measures comply with applicable civil law, are clearly communicated to players, and are not used to unduly restrict access to redress mechanisms. It is recommended that the operator seek independent legal advice before applying such limitations.

Nothing in this section shall limit the player's right to pursue further legal action, unless otherwise mutually agreed with the ADR provider under applicable terms.

Record-Keeping and Reporting

In accordance with the LOK, the operator must submit structured reports on complaints handling to the CGA twice annually—on January 15 and June 15—starting in 2026. These reports must include the total number of complaints received, the number resolved (including those upheld and rejected), the number still pending, categorization of complaints by type, and the number of complaints referred to ADR or legal action.

Operators must retain records of all complaints, including those that were escalated to ADR or legal authorities, for a minimum of five (5) years unless otherwise required by applicable data protection or limitation laws. The CGA reserves the right to request access to any complaints data at any time for supervisory and enforcement purposes.

Grounds for Complaint

Players have the right to submit complaints concerning any aspect of their relationship with the operator or their participation in games of chance. This includes, but is not limited to, issues related to deposits, withdrawals, bonus terms, account restrictions, game outcomes, responsible gaming measures, balance handling, KYC/verification processes, data protection breaches, technical or software errors, anti-money laundering concerns, underage gambling, fraud, or any violation of applicable license or regulatory provisions.

Complaint Submission Form

For registered players of <https://betone.com/>
Please complete all applicable fields in English or in the language of the website used.
Incomplete forms may result in delays in handling your complaint.

1. Complainant Details

Full Name:
(As registered on your gaming account)

Residential Address:

City / Town:

Postal Code:

Country of Residence:

Email Address:
(Used for account registration)

Phone Number (optional):

2. Account Information

Username / Account Number (if applicable):

3. Complaint Timing

Date of Complaint Submission:
(DD/MM/YYYY)

Date of Disputed Event / Issue:
(DD/MM/YYYY)

4. Complaint Category

Please select the category that best describes your complaint:

- ☐ Deposit issues
- ☐ Withdrawal issues
- ☐ Bonus terms and conditions
- ☐ Account closure or restriction
- ☐ Alleged game error or unfair result
- ☐ Responsible gaming/self-exclusion
- ☐ Player balance concerns
- ☐ KYC / verification process
- ☐ Data protection / privacy issue
- ☐ Software / technical malfunction
- ☐ Anti-money laundering concerns
- ☐ Underage gambling
- ☐ Fraud or manipulation
- ☐ Other regulatory breach
- ☐ Other (please specify): _____

5. Complaint Description

Please provide a clear and detailed description of the issue, including any relevant facts, communications with customer support, and the resolution you are seeking. Attach documents if needed.

6. Supporting Documents (if any)

Please attach any relevant screenshots, email correspondence, transaction history, or other files.

7. Declaration

I confirm that I am the registered holder of the gaming account identified above. I declare that the information provided in this form is accurate and complete to the best of my knowledge.