

Dispute resolution

Lucky Star (WUNGroup) — lucky-star.game

Lucky Star brand is owned and operated by WUNGroup B.V., a limited liability company incorporated in Curaçao under the company number 160576, with registered business address at Chuchubiweg 17, Willemstad, Curaçao. WUNGroup B.V. has applied for the Gaming license with reference number OGL/2024/1382/0969 to be issued by the Curaçao Gaming Control Board. Under this license, WUNGroup B.V. provides casino games and live casino games, as well as other gaming entertainment. Curacao Gaming Control Board (Gaming Control Authority) is the regulatory body responsible for supervising the operations of WUNGroup B.V. on lucky-star.game (hereinafter "Site" or "Website").

"WUNGroup B.V." hereinafter — "Lucky Star", "We", "Us" or "Our";

User hereinafter — "User", "You" or "Your";

Together — "Parties".

1. If you have any complaint or query regarding the operation of our Website, you have the right to submit a complaint directly to us. You may file a complaint in English or any other language supported by the Website. Please note that:

- only registered Users are allowed to file complaints;
- under applicable law, you are not allowed to sell, donate, rent, lease, pawn, pledge, or otherwise transfer any of your claims against us under any form or title.

2. Before submitting a formal complaint, you can first reach out to our customer support team through email or live chat. We'll do our best to resolve your issue quickly and informally.

3. You must submit your complaint within six months from the date the game was played or within six months after the event on which your bet was placed.

4. If your complaint relates to in-running (live) sports betting, you also have up to six months to raise the issue. Nevertheless, because live betting depends on fast-changing data, some information needed to investigate your complaint might only be available for a limited time. That's why we recommend reporting any problems as soon as possible. If the relevant data is no longer available, we may not be able to fully investigate your complaint, and we are not required to keep such data beyond standard timeframes.

5. You can lodge a complaint online by any means available on the Website at the time of the request by using and completing the form available via the link in DOCX or PDF format and sending it by e-mail or by completing and submitting online-form. Your complaint should include the following information:

- Player's name, address and country of residence;

- Account ID;
- The date on which the disputed event took place;
- Date of the complaint;
- Sub-category of complaint (select one of the categories) – Deposit issues; Withdrawal issues; Bonus terms and conditions; Account closures or restrictions; Alleged errors or unfairness in game outcomes; Responsible gaming issues; Treatment of player balances; KYC and Verification; Data Protection; Technical or Software issues; AML concerns; Issues with minors; Fraudulent games; Fraudulent practices; Licence or regulation; Unfair terms and conditions; Other.
- Subject matter of the complaint;
- Documents confirming the complaint.

6. If you have not fulfilled the conditions outlined in sections 2 to 5 of this Policy, we reserve the right to decline consideration of your submitted complaint.

7. Once you have submitted your complaint, we will send you a confirmation of receipt of your complaint within seven days and provide you with information about the process and timelines. If your complaint relates to Responsible Gambling, we understand the importance of acting quickly. That's why we'll send you an acknowledgment within two days.

8. Responsible Gaming complaints will be prioritised, and for such complaints we will provide you with a response within five working days. If necessary, we have the right to extend the resolution period up to a maximum of two weeks for this category of complaints by informing you in advance. Delays caused by a late or missing response from you may result in the resolution period being extended by no more than two extra weeks.

9. The standard response time for all other types of complaints is four weeks. If additional time is needed to reach a well-informed decision, we may extend this period by up to four more weeks. In such cases, you will be informed of the extension in advance.

10. If you do not provide the documents or information required for a full review of your complaint, we may formally request them from you. Should you fail to submit the requested materials within the timeframe of the complaint resolution process, we reserve the right to discontinue the investigation and close the complaint.

11. We will review and resolve your complaint within the timeframes outlined above. Once a decision is made, we will send you a written response via email or through another communication channel of your choice.

12. If you are not satisfied with the Company's resolution of your complaint, you have the right to appeal the decision or any related actions to an independent Alternative Dispute Resolution (ADR) body. The ADR organization will determine the procedure for handling your case.

You can contact the ADR provider using the following details:

<to be added as soon as possible>

13. If you choose to withdraw from the ADR process after it has already started, please be aware that you will not be able to reopen the same dispute in the future. Once the ADR process has been completed, neither you nor we can reopen or restart the case with another ADR provider.

14. In line with applicable law, we may apply reasonable conditions to help prevent misuse of the ADR process, including, without limitation, setting rules about whether the outcome is binding, or specifying a minimum claim value for escalation. These conditions are applied with care and based on legal guidance when needed. Each case is assessed individually, and while we may limit very low-value claims to avoid abuse, all complaints are taken seriously. If your case involves sensitive issues, such as a failure to enforce self-exclusion, we will treat it with the appropriate attention, regardless of the financial value.

15. Please note that the licensing authority does not handle or resolve individual user complaints. However, you have the right to report other issues including, without limitation, malpractice or whistleblowing directly through the licensing authority's official website.

16. You agree that records of the dispute stored on our servers may be used as evidence during the complaint review process. The use of offensive language, false information, or any form of abusive or inappropriate content in the complaint is strictly prohibited.

17. If you still have any questions, feel free to contact our support team via live chat or send us an email to contact@lucky-star.game.