

Reportable Complaints Report

Name Operator: Velorum N.V.

Period Under Review: July 31, 2025 up to and including December 31, 2025.

Date Report: January 13, 2026

1. Total reportable complaints	0
2. Total settled complaints (upheld and rejected)	0
3. Number of pending or unresolved complaints	0
4. Number of Responsible Gaming complaints	0
5. Number of all other types of complaints	0
6. Number of complaints referred to and ADR (Alternative Dispute Resolution)	0
7. Number and detail of complaints for which a player has taken legal action	0

The above-mentioned information has been collected directly from operations. To define the reportable complaints, please note that the definition as mentioned in the Player Complaint Policy was used.

Signature: *C. Drommond*

Name: C. Drommond, proxyholder EMS Management Services NV

Date: 14/01/2026

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