

Players Complaints and Disputes

1. General Principles

The Company is committed to ensuring that all Customer disputes are handled in a transparent, fair, and timely manner. All Customers have the right to lodge a complaint concerning any aspect of their interaction with the Company, including but not limited to account activity, payments, promotions, verification, game outcomes, responsible gaming, and regulatory matters.

All complaints will be reviewed objectively, and the Customer will not be disadvantaged for initiating a complaint in good faith.

2. Submitting a Complaint

Players may submit a complaint free of charge by contacting our Customer Support team at support@ppwin.com within six (6) months of the incident or settlement of the relevant bet.

Upon request, players will be provided with the official Complaint Submission Form, which must be completed with the required information and returned by email for review.

The complaint submission must include:

- full name and registered address of the Customer;
- Account ID;
- date of the incident or dispute;
- a clear description of the issue, including any relevant documentation or evidence;
- preferred language (English or another language of the target market).

All complaints will be reviewed objectively and handled in a fair, transparent, and timely manner in accordance with applicable regulatory requirements.

3. Acknowledgment and Response Timelines

Upon receiving a complaint, the Company will:

- acknowledge receipt within seven (7) days via email or another preferred communication method;
- provide an explanation of the review process and expected resolution timelines.

The Company aims to issue a final response within four (4) weeks of receiving the complaint. In complex cases, this period may be extended once for up to an additional four (4) weeks, with prior notice and explanation to the Customer.

Complaints related to responsible gaming will be prioritized and, where possible, resolved within five (5) business days. If more time is needed, the Customer will be informed, and the delay will not exceed two (2) weeks.

All decisions will be communicated in writing and will include either:

- A clear explanation of the final resolution and its justification; or
- A reasoned explanation for not handling the complaint (e.g., insufficient information).

4. Escalation to Alternative Dispute Resolution (ADR)

If a complaint is not resolved to the Customer's satisfaction, the Customer has the right to escalate the dispute to an independent Alternative Dispute Resolution (ADR) provider **certified by the Curaçao Gaming Authority (CGA)**, in accordance with Article 5.3 of the LOK.

The appointed ADR provider is:

Name: eCOGRA Limited

Website: <https://www.ecogra.org>

Email: disputes@ecogra.org

The ADR body will review the dispute independently and impartially.

The outcome of the ADR process is binding on the Company.

ADR services are provided free of charge to the Customer, and all costs of the ADR process shall be borne by the Company.

5. Record-Keeping and Reporting

The Company maintains a detailed record of all received complaints for a minimum period of five (5) years, including:

- Resolved complaints (upheld or rejected);
- Unresolved complaints;
- Complaints escalated to ADR or legal action.

The Company submits regular reports on complaint statistics and outcomes to the appropriate regulatory body, as required.