

Company Name: Olympus Holdings N.V.

Company Reg Number: 161166

Company Reg Address: Chuchubiweg 17, Curacao

(hereinafter defined as the “Company”)

Complaints Handling Policy

Introduction.

The Company has adopted this Complaint Handling Policy in order to establish fair and quick procedures for handling Complaints that may arise from the relationship with the Client. The Company is required to apply a complaints management policy, which is defined and endorsed by Senior Management and the Board of Directors, who will be responsible for its implementation and for monitoring the Company's compliance with it. The Company shall further ensure that it has a complaints management function, which enables Complaints to be investigated fairly, with potential conflicts of interest to be identified and mitigated.

1. Definitions

The “**Complainant**” shall mean any person, natural or legal, who is eligible for lodging a Complaint to the Company and who has already lodged a Complaint.

The “**Complaint**” shall mean a statement of dissatisfaction by a Client addressed to the Company by the Complainant, relating to the provisions of investment and/or ancillary services provided by the Company.

2. Submission of Complaint.

We have an internal Complaint resolution process which will help you resolve any issue arising from a Complaint with a product or the service received from us.

Should you be unable to resolve your issue after communicating with a member of our team you can then escalate your Complaint by submitting the form available on the Company's website to the following email address: Complaints@fireslots.bet.

The Company may not be able to accept your complaint submitted via any other means/channels.

3. Acknowledging your Complaint.

We will promptly seek to acknowledge receipt of your Complaint via email followed by a substantive response on your Complaint.

4. Complaint Handling Process.

Upon receipt of your complaint, we will review and investigate the circumstances surrounding your complaint and will try to resolve it without undue delay and in line with this policy.

The investigation of the Complaint is subject to the provision of the correct information by the Complainant. The following information should be provided to the Company to be able to conduct an investigation:

- The Client's full name;

- The Client's gaming account number;
- Description of the issue/ Complaint, including dates, any relevant details;
- The damage claimed by the Complainant;
- Reference of any correspondence exchanged between the Company and the Complainant.

A final response to your Complaint will be sent to you within two (2) months from the date of receipt of the same. In the Company's final decision, we will provide you with the outcome/decision of the investigation. In case the Company is unable to respond within two months, the timeframe will be extended, and you will be informed (in writing or other durable medium) of the reason/s for the delay and the period of time necessary to complete the investigation. In any event, the extension period cannot exceed three (3) months from the date of submission of the Complaint.

During the investigation process, the Company will keep you updated of the handling process of your complaint. One of our officers may contact you directly (including communication by email or phone) in order to obtain further clarifications and information relating to your complaint. We will require your full cooperation in order to expedite the investigation and possible resolution of your complaint.

Upon sending a final response, the Client is given a period of four (4) weeks to respond. If a response is not received within that period of time, then the Company shall consider the Complaint as settled.