

Player Complaints & Dispute Resolution Policy

1. Policy Statement

New Age N.V. (the “Company”) is committed to maintaining fair, transparent, and timely handling of all player complaints and disputes, in compliance with Curaçao Gaming Control Board (CGA) regulations. We aim to ensure that all concerns raised by players are treated with professionalism and resolved promptly.

2. Purpose

This policy establishes a formal framework for managing, investigating, and resolving player complaints and disputes in line with Curaçao licensing requirements. It ensures compliance with the CGA directives and demonstrates the Company’s commitment to protecting player rights.

3. Scope & Applicability

This policy applies to all employees, contractors, affiliates, payment processors, and third-party vendors involved in the Company's gaming operations and player interactions.

4. Regulatory Framework

This policy aligns with Curaçao Gaming Control Board (CGA) guidelines, including obligations to maintain clear complaint handling procedures and escalation paths for unresolved disputes.

5. Complaint Submission Channels

Players may submit complaints using the following channels:

- Email:
- In-Platform Complaint Form: Accessible via the player dashboard
- Customer Live Chat support

Complaints should include relevant details such as username, transaction IDs, and a description of the issue.



6. Complaint Handling Process

The Company follows a structured approach to ensure complaints are handled consistently and transparently:

1. Acknowledge receipt within 24 hours and issue a unique case reference number.
2. Assign the case to the Player Support team or a designated Compliance Officer.
3. Investigate the complaint thoroughly, including transaction and account reviews.
4. Provide an initial response within 7 business days.
5. Aim to resolve all complaints within 14 business days, unless further investigation is required.

7. Dispute Resolution Procedure

If the player is unsatisfied with the proposed resolution:

- The complaint will be escalated internally to the Compliance Officer for independent review.
- A final written response will be provided within 7 additional business days.
- All steps taken and findings will be documented for regulatory purposes.

8. Escalation to Curaçao Gaming Control Board

If the Company and the player cannot reach a resolution, the player has the right to escalate the complaint to the Curaçao Gaming Control Board (GCB) for independent assessment. Contact details for the GCB are provided in the final resolution letter.

9. Crypto-Specific Considerations

As the Company supports cryptocurrency transactions, additional procedures are applied:

- Tracking of deposits and withdrawals via transaction IDs.
- Use of blockchain analytics to verify transaction integrity.
- Investigation of failed deposits, delayed confirmations, or suspected wallet compromise.
- Enhanced review of chargebacks or payment reversals involving crypto gateways.



10. Record-Keeping Obligations

The Company maintains detailed logs of all player complaints, investigations, and resolutions for a minimum period of five (5) years, as required by Curaçao regulations. Records are made available to the GCB upon request.

11. Training & Awareness

All employees involved in player interactions receive regular training on complaint handling procedures, escalation protocols, and dispute resolution best practices. Training includes crypto-related investigations and Curaçao reporting obligations.

12. Contact Information

For complaints, disputes, or inquiries, please contact:

Compliance Officer: Abdulrahman Romeo Braimah

Email:

