

Player Complaints Policy

Losartez B.V. aims to deliver a top-notch gaming experience. We hope you never need to raise a complaint, but if you do, please follow the steps below. This policy complies with Article 5.3 of the National Ordinance on Games of Chance (LOK) and the requirements of the Curaçao Gaming Authority (CGA), ensuring a transparent, fair, and efficient complaint resolution process with access to free alternative dispute resolution (ADR) services.

How to Submit a Complaint

You may lodge a complaint free of charge at any time up to six (6) months from the incident about which you wish to make a complaint. For peer-to-peer games (e.g., poker) or ante post fixed odds betting, the six-month period begins after bet settlement or conclusion of the event. For in-running sports betting, we recommend prompt action as investigation data may have limited availability. Complaints can only be made by the registered player. Third-party complaints will not be accepted.

To make a complaint, please complete the Complaints Submission Form and send it to the customer support team via email. For any inquiries, you may reach out to us via contact details below.

In the Form, you will be asked to provide:

- Your full name, address, and account number.
- Date of the complaint and the disputed event.
- Clear details of the complaint.
- Screenshots or other evidence.

Contact Us:

- **Email:** support@lukscasino.com
- **Live Chat:** Available 24/7 at lukscasino.com

If you're unsure what details to include, please ask our support team for guidance.

What You Can Complain About

You can raise concerns about anything related to your experience, including but not limited to:

- Deposits or withdrawals.
- Bonuses or account restrictions.
- Game fairness or responsible gaming.
- KYC, verification, or data protection issues.
- Technical or software issues.
- Anti-money laundering (AML), fraud, or licensing concerns.

- Issues involving minors or unfair terms.

How We Handle Your Complaint

Upon receiving your complaint, we will promptly handle it as per the category of the complaint. For clarity, there are two categories of complaints:

- **Responsible Gaming Issues** (e.g., self-exclusion): We'll confirm receipt within two (2) business days and aim to resolve within five (5) business days. If more time is needed, we'll notify you (max two (2) weeks). If a further delay is caused by the fault of the player, this period may be extended by an additional two weeks.
- **Other Issues:** We'll confirm receipt within one (1) week and aim to resolve within four (4) weeks. Complex cases or cases when delay is caused by the fault of the player, this period may be extended by an additional four (4) weeks, with prior notice. In case the player does not cooperate with the Website within the initial four (4) weeks, the Website may reject the complaint.
- You'll receive an email with our final decision, including reasons and evidence, if applicable.

Escalating a Complaint

If you are unsatisfied with the decision, you may take further steps to escalate your complaint to:

1. **Alternative Dispute Resolution (ADR):** If you are unsatisfied with the decision, you have the right to escalate your complaint to an independent ADR provider at no cost to you. You may find detailed information about how to make a submission to the ADR Provider in our [Terms & Conditions](#).
2. **Curaçao Gaming Authority (CGA):** For concerns about operator violations, contact the CGA at info@gamingcontrolcuracao.org. The CGA does not handle individual disputes.
3. **Legal Action:** You may pursue further legal or judicial recourse, subject to the ADR terms.

Your Rights

As a player, you have the right to:

- Submit complaints free of charge.
- Receive timely acknowledgment and resolution.
- Access free ADR services.
- Be treated fairly and with respect.
- Contact the CGA for regulatory concerns.
- Take legal action, subject to applicable terms.

Record Keeping

We maintain comprehensive records of all complaints, which are kept confidential and used solely for regulatory reporting to the CGA. Records are retained for five years or as required by applicable laws.

Finding This Policy

This policy is part of our Terms & Conditions available at lukscasino.com/en/terms-and-conditions and is available as a standalone document on our website. We may update this policy to reflect regulatory changes or improvements. Please check for updates regularly. By being a registered player, you acknowledge that you have read, understood, and agree to this policy.

For help, contact support@lukscasino.com or visit our support page at lukscasino.com.