

## CGA - Player Complaints Report

|                                                                            |                    |
|----------------------------------------------------------------------------|--------------------|
| Name of the Operator                                                       | Losartez B.V.      |
| License Number:                                                            | OGI/2024/1441/0693 |
| Date of the report                                                         | 15/01/2026         |
| Period covered                                                             | H2 2025            |
| Total number of complaints made:                                           | 0                  |
| Total number of settled complaints (upheld and rejected):                  | 0                  |
| Number of pending or unresolved complaints:                                | 0                  |
| Number of complaints by category (multiple options permitted):             | see below          |
| Number and detail of complaints for which a player has taken legal action: |                    |
| <i>Deposit/Withdrawal</i>                                                  | -                  |
| <i>Player Balances Treatment</i>                                           | -                  |
| <i>Data Protection</i>                                                     | -                  |
| <i>Technical/Software Issue</i>                                            | -                  |
| <i>AML</i>                                                                 | -                  |
| <i>Fraud</i>                                                               | -                  |
| <i>License or Regulatory Issue</i>                                         | -                  |
| <i>Unfair Terms &amp; Conditions</i>                                       | -                  |
| <i>Bonus Terms &amp; Conditions</i>                                        | -                  |
| <i>Account Restriction/Closure</i>                                         | -                  |
| <i>Game Outcome/Fairness</i>                                               | -                  |
| <i>Responsible Gaming</i>                                                  | -                  |
| <i>KYC/Verification</i>                                                    | -                  |
| <i>Other</i>                                                               | -                  |
| Number referred to ADR:                                                    | 0                  |
| Number and detail of complaints for which a player has taken legal action: | 0                  |