

Player Complaints Policy

Section 1: Objective

This Player Complaints Policy (the ‘**Policy**’) describes how players can raise complaints and how Bluestream N.V. will respond. It follows the legal requirements of **Article 5.3** of the National Ordinance on Games of Chance (LOK) and meets the standards of the **Curaçao Gaming Authority (CGA)**.

Our aim is to resolve player issues fairly, respectfully, and promptly, including giving access to free and independent Alternative Dispute Resolution (ADR) where necessary.

Section 2: Steps to Raise a Complaint

2.1 Speak to Support First

If you’re experiencing an issue, please start by contacting our support team. You can reach us at:

- Email: support@sultangames.com
- Live Chat: available 24/7 via our website at sultangames.com

Often, issues can be resolved right away through this first step.

2.2 Submitting a Formal Complaint

If your issue is not resolved after contacting support, you may submit a formal complaint.

- You have up to **6 months** from the date of the incident to submit a complaint.
- For poker or fixed odds bets, this time starts after the bet is settled.
- For live/in-play bets, act quickly, as data may no longer be available after a short time.

Only registered players may submit complaints. We cannot accept reports from third parties.

Section 3: What You Can Complain About

You can raise a complaint about anything related to your experience with us, including:

- Deposits and withdrawals
- Bonus offers and terms
- Account access, restrictions, or closure
- Game fairness or malfunctions
- Responsible gaming tools (e.g. self-exclusion)
- Account balance disputes
- Verification and KYC issues
- Privacy or data protection concerns
- Technical or platform issues
- AML or fraud concerns
- Protection of minors
- Breaches of licensing conditions
- Allegedly unfair contract terms

Section 4: How to Submit Your Complaint

To file a complaint, complete our **Complaint Submission Form**.

Please include:

- Your full name and residential address
- Your player ID or account number
- The date of the incident and the date of submission
- A clear explanation of what happened
- Any relevant screenshots or documents

Send the completed form to our support email address listed above.

Section 5: How We Process Complaints

5.1 Complaint Categories & Timelines

We manage complaints based on two categories:

a. Responsible Gaming Complaints

(Examples: problems with self-exclusion, vulnerable player concerns)

- Acknowledged within **2 business days**
- Resolved within **5 business days**
- May be extended by up to **2 weeks** (or more if delays are due to player non-response)

b. All Other Complaint Types

(Examples: game issues, bonuses, KYC, etc.)

- Acknowledged within **7 days**
- Resolved within **4 weeks**
- May be extended up to **4 more weeks** for complex issues or if player input is delayed

If the player fails to respond or provide necessary documents during the initial 4 weeks, we may close the complaint.

5.2 Final Response

We'll send you a final written decision by email. This will include:

- The outcome
- The reasoning behind the decision
- Any supporting documentation
- Instructions on what to do next (if needed)

Section 6: If You're Still Not Satisfied

If you disagree with the outcome, you may:

- Submit your complaint to a **free, independent ADR provider**
- Instructions and contact info for the ADR are in our Terms & Conditions
- Note: You can only use ADR once per complaint

You may still seek **legal action** even after ADR, as long as applicable terms allow.

Section 7: Curaçao Gaming Authority (CGA)

The CGA does **not** review individual player disputes but may be contacted if you suspect:

- Operator misconduct
- Regulatory breaches
- License condition violations
- Whistleblowing matters

Email: info@gamingcontrolcuracao.org

Section 8: Records and Data Use

We keep records of all complaints securely and confidentially for **5 years** or as required by law. These records are used only for reporting to the CGA and internal compliance.

Section 9: Your Rights as a Player

You have the right to:

- File complaints at no cost
- Get a timely response
- Be treated fairly and respectfully
- Use ADR services
- Contact the CGA if needed
- Pursue legal action (if applicable)

Section 10: Policy Revisions

This policy may be updated to reflect new laws or internal changes. Please check our website periodically for the most recent version.

Section 11: Legal Agreement

By holding an account and using our services, you confirm that you've read and agree to this complaint handling guide, which is part of our [Terms & Conditions](#).