

TH Gambling N.V.

Player Complaints Report - Curaçao Gaming Authority

15-01-2026

1. Company details

Legal entity: TH Gambling N.V. -
Address: Telamonstraat 6, Willemstad, Curaçao
Company number: 146982
License number: OGL/2024/1468/1024

Reporting period: 18 June 2025 - 15 January 2026*

*(This period covers all complaints submitted via the CGA Complaints Submission Form since the introduction of the Player Complaints Policy Guidelines by the CGA.)

2. Summary of complaints

Metric	Total
Total complaints received	2
Total complaints settled	2
- Upheld in favour of player	1
- Rejected	1
Pending / unresolved	0
Referred to ADR	1
Legal actions initiated by players	0

3. Complaints by category

Category	Number
Game Error / Unfairness	1
Account Closure / Restriction	1
Deposit Issue	0
Withdrawal Issue	0
Bonus Terms	0
KYC / Verification	0
AML / CTF Concern	0
Data Protection	0
Technical Issue	0
Responsible Gaming	0

4. Individual complaint register (Formal CGA complaints only)

Internal ID	Date received	Category	Outcome	ADR referred	Legal action
19-09-2025-39072-CV	19-09-2025	Game Error / Unfairness	Rejected	Yes (player did not contact ADR)	No
31-12-2025-147109-CV	31-12-2025	Account Closure / Restriction	Settled in favour of player	No	No

5. ADR activity

Internal ID	Date referred	Outcome
19-09-2025-39072-CV	27-09-2025	Player did not initiate ADR case

No ADR decisions were issued during this reporting period. (No ADR initiated by players).

6. Legal escalation

No complaints during this reporting period were escalated to legal proceedings by players to our knowledge.