

Customer Care and Dispute Resolution Policy

2024

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Document information

Subject	Customer Care and Dispute Resolution Policy
Purpose	This document sets out the strategy of the Customer Care and Dispute Resolution Policy including providing recourse for Players who have serious concerns, allegations or disputes related to the products, services, or actions of the Company.
Involvements	All departments relevant to Customer Care and Dispute Resolution efforts, including: • Customer Services Team • Payments Processing Team • Legal and Compliance Team
Responsibility	Head of Operations, Head of Compliance
Approval	Head of Compliance, Board of Directors
Review	Normally on an annual basis or earlier as needed
Classification	Company Confidential

Version history

Date	Version	Author	Summary of changes
July 2024	1	Legal and Compliance team	Creation

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1. Introduction/Purpose

Liquid Entertainment N.V. (hereinafter “Company”) is a company duly incorporated under the laws of Curacao under the register number 153298 with its registered address Zuikertuintjeweg z/n (Zuikertuin Tower), Willemstad, Curaçao. It provides consumer-facing entertainment and gaming products with support of digital, the Company holds a gaming licence issued by the government of Curacao and operates the online casino www.duelbits.com under the licence GLH-OCCHKTW076092020.

The Company has established this policy (the “Policy”) as it pertains to Article 12 of the Curacao Gaming Control Board License Conditions.

Article 12 of the Curacao Gaming Control Board License Conditions requires that the Company:

- Provide an opportunity for customers to lodge a complaint or dispute regarding its services in an easy to understand manner in their chosen language;
- Promptly acknowledge receipt of the complaint to the customer;
- Have a process in place to resolve the complaint for the customer in a timely manner (within 8 weeks) and
- The customer is provided in writing information regarding the outcome of the complaint.

2. Scope of Policy

This Policy applies to Duelbits and specifically its Customer Support channels and teams and any other team which has direct or indirect contact with customers.

3. How to Lodge a Complaint

3.1 Lodging a Complaint Directly with the Company

As per the Gaming Control Board requirement, customers are able to lodge a complaint/dispute directly with the Company by contacting the support@duelbits.com email.

3.2 Lodging a Complaint with the Gaming Control Board or the Independent Master License Operators

Customers may choose to lodge a complaint with the Gaming Control Board directly. The GCB provides a webform for customers to use at <https://www.gamingcontrolcuracao.org/contact>.

Customers may also lodge a complaint with the Master Licence Operator for the Company, Curaçao Antillephone N.V. (ANT). They can submit a complaint via their online portal or via complaints@gaminglicences.com.

4. Compliance Handling Process

4.1 Complaints received directly via customers are received via the support@duelbits.com address by the Customer Care team or are forwarded by the GCB directly to the Company

4.2 Complaints are reviewed by a Customer Support team member to determine whether the complaint requires further escalation.

4.3 Customer Support may choose to reply directly to the customer with a proposed resolution or escalate the complaint to the CS Escalation Lead.

4.4 The CS Escalation Lead if required will contact one or multiple departments to investigate the validity of the customers claim and then respond accordingly.

4.5 If the complaint/dispute is deemed to be of a serious nature or a potential legal risk, the CS Escalation Lead will further escalate the complaint/dispute the Legal & Compliance Team who will assess each case and decide the appropriate course of action.

5. Reporting

The Company may be required to report on the complaint outcome to the regulator. If required, the communications with the regulator will be handled by the Legal & Compliance team exclusively to maintain consistent communication.

6. Record Keeping

The Company securely maintains records in accordance with obligations. These records include, but are not limited to, regulatory reports, account opening records, transactional data, decisions and actions taken by the Customer Resolution Teams, Resolution by Responsible Gambling Manager, MLRO etc. The records must be maintained in such a manner that they can be provided to the regulator upon request. A record (or a copy) may be kept in a machine-readable or electronic form, so long as a paper copy can be easily produced.