

Complaints Policy

At Duelbits, we are committed to providing a fair, transparent, and high-quality experience for all players. If you are dissatisfied with any aspect of our service, we encourage you to submit a complaint. All complaints are handled seriously, fairly, and without unnecessary delay.

Who Can Submit a Complaint

Complaints must be submitted by the registered account holder. We do not accept complaints from third parties unless required by law or where explicit authorization has been provided and verified.

Right to Lodge a Complaint

Players may submit a complaint free of charge within **six (6) months** of:

- The settlement of a bet, or
- The date of the incident giving rise to the complaint

Complaints submitted after this period may not be considered.

How to Submit a Complaint

Complaints can be submitted via email:

Email: support@duelbits.com

To help us process your complaint efficiently, please include:

- Full name
 - Account username
 - Contact details
 - A clear description of the issue
 - Any supporting documentation
 - Your preferred resolution
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Complaint Handling Process

- We will acknowledge receipt of your complaint within **2 business days**
- Your complaint will be reviewed by a member of our Complaints Team
- Additional information may be requested if necessary

We aim to provide a response within **four (4) weeks** of receiving your complaint.

If the matter is complex or further information is required, this period may be extended once by up to an additional **four (4) weeks**. You will be informed in writing if an extension is necessary, along with the expected resolution timeframe.

Responsible Gambling Complaints

Complaints relating to Responsible Gambling are treated as a priority due to their potential impact on player well-being.

These may include:

- Concerns about the targeting of vulnerable players
- Issues with the availability or effectiveness of self-exclusion or cool-off tools
- Enforcement of Responsible Gambling protections or account restrictions

Such complaints are handled with increased urgency and care.

Complaint Records and Reporting

We maintain secure records of all complaints, including:

- Details of the complaint
- Actions taken
- Final outcomes

These records are accessible only to authorized personnel and are retained for a minimum of **five (5) years**, in line with regulatory requirements.

The Company submits complaint reports to the **Curaçao Gaming Authority (CGA)** twice per year (15 January and 15 June), covering all complaints received during the relevant reporting period.

Escalation and Appeals

If you are not satisfied with our response, you may request an escalation to our management team. Please include your original complaint details along with any additional information.

If your complaint remains unresolved after escalation, you may refer the matter to the **Curaçao Gaming Authority** or another relevant regulatory body, in accordance with applicable procedures.