

PLAYER COMPLAINTS POLICY

Effective Date: August 07, 2025

Next Review Date: August 8, 2026

Approved by: Compliance Officer

Jurisdiction: Curaçao

Version: 1.0

1. PURPOSE AND SCOPE

This Policy outlines the Company's approach to handling complaints submitted by players. We are committed to providing a fair, timely, and transparent process for resolving disputes, in compliance with the Curaçao Gaming Authority (CGA) Player Complaints Policy (v1.1 – June 2025).

2. WHAT IS A COMPLAINT

A complaint is any expression of dissatisfaction relating to:

- Transactions, bonuses, or withdrawals
- Account access or verification
- Responsible gaming tools or limits
- Customer service or technical issues

Complaints concerning AML/KYC controls or suspected account breaches are also covered.

3. HOW TO SUBMIT A COMPLAINT

Players can submit complaints using the following methods:

- Online complaint form (WE NEED TO INCLUDE IN THE WEBPAGE)
- Email to: ADD EMAIL
- In-platform chat, which will be forwarded to the Complaints Officer

To be processed, a complaint must include:

- Player name and registered email
- Account or User ID

- Clear description of the issue and dates involved
- Relevant supporting documents (e.g., screenshots, transaction IDs)

4. COMPLAINT HANDLING PROCESS

All complaints are managed by our Complaints Officer. The process includes:

- Acknowledgment within 24 hours of receipt
- Internal investigation within 5–10 working days
- Final response issued within 14 calendar days

If delays are expected, the player will be notified in writing with reasons.

5. ESCALATION AND ADR

If the player is not satisfied with the resolution:

- The complaint may be escalated to the Senior Compliance Officer
- If still unresolved, players may request mediation via an ADR body
- Once published by the CGA, ADR provider contact details will be shared on our website

6. ACCESSIBILITY AND PLAYER RIGHTS

Players are not penalized for filing complaints. All complaints are treated confidentially and fairly. This policy is published on our website and available upon request. It is also uploaded to the CGA Portal as required under Clause 9 of the CGA policy.

7. RECORD KEEPING

Complaint files, correspondence, and resolution details are retained securely for at least five (5) years and are accessible for CGA review.