

Reportable Complaints Report

Name Operator: YAO Entertainment N.V.

Period Under Review: July 31, 2025 up to and including December 31, 2025.

Date Report: 09 Jan 2026

1. Total reportable complaints	0
2. Total settled complaints (upheld and rejected)	0
3. Number of pending or unresolved complaints	0
4. Number of Responsible Gaming complaints	0
5. Number of all other types of complaints	0
6. Number of complaints referred to and ADR (Alternative Dispute Resolution)	0
7. Number and detail of complaints for which a player has taken legal action	0

The above-mentioned information has been collected directly from operations. To define the reportable complaints, please note that the definition as mentioned in the Player Complaint Policy was used.

Signature: C. Drommond

Name: C. Drommond as Proxy Holder of eMoore NV

Date: 09/01/2026



EM Group

Curaçao – Livestrong Office – Groot Kwartierweg 10 – +5999 7471401

Malta – 97 Windsor Street – SLM 1853 Sliema – +356 2778 2610

Cyprus – 30 Chytron Street – Office A22 2nd floor – 1075 Nicosia – +357 22257681

The Netherlands – Prins Hendriklaan 28, 1075 BD – Amsterdam – +31 6 5140 0498

the-emgroup.com