

Dispute Resolution Policy

Effective Date: 15 June 2025

Applies To: All users of wionbet.com

License Number: OGL/2024/1600/0861

Regulator: Curaçao Gaming Authority (CGA)

1. Commitment to Fair Treatment

At wionbet.com, we are committed to treating all users fairly, transparently, and professionally. While we strive to provide a high standard of service at all times, we acknowledge that disputes or complaints may occasionally arise.

This policy explains how users may submit complaints and how disputes are handled in accordance with the Curaçao Gaming Authority (CGA) regulatory framework.

2. How to Raise a Complaint

Users may submit complaints through any of the following channels:

 **Email:** complaint@wionbet.com

 **Internal Web Message:** via the user's account area

3. Information Required

To enable efficient handling of complaints, users should provide:

- Full name
 - Registered username
 - Clear description of the complaint
 - Supporting evidence where applicable (screenshots, transaction IDs, etc.)
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4. Complaint Handling & Resolution Timeline

- All complaints are acknowledged within **48 hours** of receipt.
- Complaints are reviewed by a trained Customer Service representative.

- If the user is dissatisfied with the initial response, the complaint may be escalated to the Customer Experience Management team.
- Escalated complaints are reviewed and resolved within an additional **72 hours**.
- A final written decision is communicated to the user via email.

The total resolution time will not exceed **14 calendar days**, unless exceptional circumstances apply.

5. Escalation to the Curaçao Gaming Authority

If the complaint cannot be resolved through internal procedures, the user has the right to escalate the matter to the **Curaçao Gaming Authority (CGA)** in accordance with applicable regulations.

6. Confidentiality

All complaints are handled confidentially and in compliance with applicable data protection and privacy regulations.

7. Policy History

Version 1.0 – 15 June 2025

First official version adopted, implemented, and publicly published by the Company.

8. Policy URL

This policy is publicly available on the Company's website:

<https://www.wionbet.com/en/help/135824/dispute-resolution>