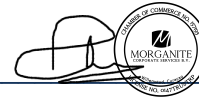


Morganite Corporate Services B.V.
Managing Director
Approved:

A handwritten signature in blue ink is written over a horizontal line. To the right of the signature is a circular logo for Morganite Corporate Services B.V. The logo contains the company name and a stylized 'M' symbol.

Effective Date: 31/07/2025
Last Reviewed: 17/03/2026
Next Review Date: 17/03/2027

Player Complaints Policy

Verse Corp B.V. operating under the trade names khan-bet and para-bets (hereinafter collectively referred to as “the Company”) establishes this Player Complaints Policy (the “Complaints Policy”) in strict compliance with Article 5.3 of the Landsverordening op de kansspelen (“LOK”) and applicable policies issued by the Curacao Gaming Authority (“CGA”).

The Complaints Policy forms an integral part of the Company’s regulatory compliance framework and applies to all players registered on the Company’s platforms.

1. Purpose and Scope

The purpose of the Complaints Policy is to establish a transparent, fair, structured and auditable framework for the submission, handling, escalation and reporting of player complaints and disputes.

This Policy ensures that players have access to:

- an effective internal complaints procedure;
- timely resolution of complaints;
- free access to independent Alternative Dispute Resolution (ADR);
- clear information regarding regulatory escalation.

The Complaints Policy applies to all B2C activities conducted under the Company’s Curacao licence.

2. Definitions

For the purposes of this Complaints Policy, the following terms shall have the meanings set out below.

Issue - any question, concern, or problem raised by a Player in relation to the Company’s services, transactions, or use of the Platform, which is initially submitted to Customer Support for clarification or resolution.

Complaint - a formal written expression of dissatisfaction submitted by a registered Player regarding the Company’s services, decisions, terms, or conduct, which indicates the Player’s expectation of a response or resolution.

For the purposes of this Policy, a Complaint is considered formally submitted once the Player completes and submits the Complaint Submission Form.

Dispute - a Complaint that remains unresolved to the Player's satisfaction after completion of the Company's internal complaints procedure and is subsequently referred to an independent Alternative Dispute Resolution (ADR) provider.

Player Interaction - any written communication initiated by a Player and directed to Customer Support, including general inquiries, feedback, requests for assistance, or clarification.

Business Day - a day other than Saturday, Sunday, or a public holiday in Curacao.

3. General Provisions

The Company handles Player complaints and disputes according to:

- the LOK,
- applicable CGA policies,
- relevant civil and administrative law of Curacao,
- principles of fairness, proportionality and transparency.

The Company shall make best efforts to resolve Complaints promptly and objectively. In the event of disagreement concerning any betting arrangement, including but not limited to payouts, settlement, odds, bonus application, account restriction, or voided transactions, the Player shall first submit the matter through the Company's internal complaints procedure prior to escalation to ADR or court proceedings.

Nothing in this Policy restricts a Player's right to initiate proceedings before a competent court.

4. Grounds for Complaint

A Player may submit a Complaint regarding any aspect of their relationship with the Company, including but not limited to:

- deposit issues
- withdrawal issues
- bonus terms and conditions
- account closures or restrictions
- alleged errors or unfairness in game outcomes
- responsible gaming issues
- treatment of player balances
- KYC and verification
- data protection
- technical or software issues
- AML concerns
- issues with minors
- fraudulent games
- fraudulent practices
- license or regulation
- unfair terms and conditions

5. Stages and Escalation of Complaint Resolution

Complaints may only be lodged by the registered player associated with the account. Pursuant to Article 1.3, section c of the LOK, players are prohibited from transferring, selling, donating, leasing, or otherwise assigning their claims against Company to third parties.

The Company operates a three-stage complaint handling process designed to ensure that player concerns are addressed fairly and efficiently.

Stage 1 - Player Interaction / Support Request

If the players have a concern/issue he shall first contact the Company's Customer Support team via email or live chat through the Company's websites (e.g., support@khanbet.com or support@para-bets.com).

At this stage, the Company will attempt to resolve the Player's concern through standard customer support procedures.

Many issues are resolved at this stage without the need for a formal complaint.

Stage 2 - Formal Complaint

If the matter cannot be resolved through Customer Support, or if the Player remains dissatisfied with the response received, the Player may submit a formal Complaint.

A formal Complaint must be submitted through the Complaint Submission Form, which is accessible to registered players via their personal account on the Company's platform.

Access to the Complaint Submission Form may be restricted to authenticated users in order to ensure that complaints are submitted only by registered players.

The completed Complaint Submission Form shall be submitted electronically to the Company.

The Complaint Submission Form shall include, at a minimum:

- i. the complainant's full name, address, and place of residence;
- ii. the complainant's account number;
- iii. the category of the complaint;
- iv. the date of the complaint and the date of the disputed event;
- v. a description of the disputed conduct;
- vi. any relevant transaction identifier, bet ID or similar reference where applicable;
- vii. the outcome or resolution expected by the Player;
- viii. supporting documentation where available.

The purpose of the Complaint Submission Form is to ensure that the Company receives sufficient information to investigate the matter properly and, if necessary, to prepare the case file in the event of escalation to ADR.

Where a Complaint lacks sufficient information, the Company may request additional documentation prior to substantive review. Failure to provide requested information within a reasonable timeframe may result in rejection of the Complaint.

Upon completion of the internal complaints procedure, the Company will provide the Player with a final written decision.

Stage 3 - Escalation to ADR

If the Player remains dissatisfied with the outcome of the Complaint, the Player may refer the Dispute to the designated Alternative Dispute Resolution (ADR) provider specified in this Policy.

The Player must submit the Dispute directly to the ADR provider.

Upon receiving notification of a Dispute from the ADR provider, the Company will provide the ADR provider with the relevant case file, which may include:

- the Complaint Submission Form submitted by the Player;
- correspondence between the Player and the Company;
- the Company's final decision regarding the Complaint;
- relevant account, transaction, or betting records;
- any applicable rules or terms governing the dispute.

6. Submitting a Complaint

Players may submit a complaint free of charge within six (6) months from the settlement of the bet or the incident giving rise to the complaint.

For peer-to-peer (P2P) games (e.g., poker) or ante post fixed odds betting, the six (6) month period commences upon the settlement of the bet or the conclusion of the relevant event, rather than the wager placement date.

For in-running betting, players are advised to submit Complaints promptly due to potential data retention limitations inherent to such products.

7. Complaint Handling and Timeline

Within one (1) week of receiving a formal Complaint, the Company will:

- confirm receipt of the Complaint in writing;
- explain the complaint handling procedure;
- provide an expected timeline for resolution.

The Company will assess and respond to Complaints within four (4) weeks.

If necessary, due to the complexity of the Complaint or the need to obtain additional information, this period may be extended once by an additional four (4) weeks. The Player will be informed in writing if such extension is required.

The Player will always receive a final determination of the Complaint in writing.

Upon issuing the final decision, the Company will inform the Player of their right to refer the Dispute to the designated ADR provider.

Complaints related to responsible gaming will be prioritised due to potential impacts on player wellbeing and will be addressed as soon as reasonably possible, typically within five (5) Business Days.

8. Access to ADR

If a Complaint remains unresolved, the Player may refer the Dispute to the following CGA-certified ADR Provider:

CADRE <https://cadre.online/>

The Company agrees to participate in the ADR process in good faith and to comply with the outcome of the ADR decision, subject to applicable law and regulatory obligations.

The ADR decision shall not be binding on the Player and shall not limit or restrict the Player's right to initiate proceedings before a competent court.

The ADR process is expected to be completed within ninety (90) calendar days from the date the ADR Provider accepts the Dispute for review, unless the complexity of the case requires an extension.

Once the ADR Provider has issued its final determination, the same Dispute may not be submitted to another ADR entity.

If the Player withdraws from the ADR process after it has commenced, the Dispute may not be resubmitted to ADR unless the ADR Provider determines that a procedural error occurred during the initial review.

9. Curacao Gaming Authority Escalation

The CGA will not resolve or make decisions on complaints regarding gambling-related transactions between Players and Company.

Players may contact the CGA if they believe the Company has breached regulatory obligations.

Complaint information may be used by the CGA for supervisory and enforcement purposes.

10. Record-Keeping

The Company keeps a log of all complaints, including those: resolved internally (whether upheld or rejected)

- unresolved,
- escalated to ADR,
- escalated to legal proceedings.

All complaint records will be securely maintained for at least five (5) years, or the period required under applicable data protection or statutory limitation rules.

11. Regulatory Reporting

The Company will submit reports to the CGA on January 15th and June 15th and every year, summarizing the following:

- a. total number of complaints made
- b. total number of complaints closed (settled and rejected)
- c. number of pending or unresolved complaints.
- d. number of complaints by category.
- e. number referred to ADR and the subsequent outcomes of each.
- f. number and detail of complaints for which a player has taken legal action.

Company is dedicated to ensuring a fair and transparent complaints process, prioritizing player satisfaction and regulatory compliance.