

Player Complaints Report for the period August 1, 2025 – December 31, 2025

Private Limited Liability Company Verse Corp B.V.
Registration number – 162608
License number – OGL/2024/1641/1039

reporting period: 01.08.2025 – 31.12.2025
date of the report: 15.01.2025

Verse Corp B.V., operating under the trade names Khan-bet and Para-bets, strives to fostering a transparent, equitable and efficient framework for the management and resolution of player complaints and disputes. Verse Corp B.V. handles customer complaints and disputes according to the national legislation of Curacao and the Complaints Policy and makes every possible effort to resolve all reported complaints promptly.

N	Metric	Quantity
1.	Total number of complaints made	26 174
2.	Total number of complaints closed	26 174
2.1.	upheld	26 174
2.2.	rejected	0
3.	Number of pending or unresolved complaints	0
4.	Number of complaints by category:	
4.1.	Deposit issues	6 042
4.2.	Withdrawal issues	2 087
4.3.	Bonus terms and conditions	7 937
4.4.	Account closures or restrictions	399
4.5.	Alleged errors or unfairness in game outcomes	536
4.6.	Responsible gaming issues	0
4.7.	Treatment of player balances	0
4.8.	KYC and Verification	3 555
4.9.	Data Protection	0
4.10.	Technical or Software issues	5 618
4.11.	AML concerns	0
4.12.	Issues with minors	0
4.13.	Fraudulent games	0
4.14.	Fraudulent practices	0
4.15.	License or regulation	0
4.16.	Unfair terms and conditions	0
5.	Number referred to ADR and the subsequent outcomes of each	0
6.	Number and detail of complaints for which a player has taken legal action	0