



Curaçao Alternative Dispute Resolution Entity (CADRE)

ORDER FORM FOR SERVICES

By this Agreement the Operator submits to the alternative dispute resolution of the Curaçao Alternative Dispute Resolution Entity (CADRE), operated by CADRE B.V., a private limited liability company registered under the laws of Curaçao under registry number 165229 with registered address at Scharlooweg 39, Willemstad, Curaçao (hereinafter referred to as “CADRE” or “we”) and the Client (hereinafter referred to as “the Operator”, together referred to as “the Parties”).

CADRE is certified by the Curaçao Gaming Authority (CGA) under certification number CGA/ADR/2025/01. CADRE serves to resolve disputes between customers of gambling operators licensed in Curaçao. The services of CADRE constitute a dispute resolution according to the Curaçao ADR Policy.

By accepting the services of CADRE, the operator submits to the rules of procedure as currently published on the company website. The fees are detailed in the below fee table.

| OPERATOR DETAILS                                                                                             |                                                                                                              |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| Company Name                                                                                                 | Private Limited Liability Company Verse Corp B.V.                                                            |
| Registration Number                                                                                          | 162608                                                                                                       |
| REGISTERED CONTACTS                                                                                          |                                                                                                              |
| Street, No.                                                                                                  | Abraham de Veerstraat 1                                                                                      |
| Town, Post Code                                                                                              | Willemstad, N/A                                                                                              |
| Country                                                                                                      | Curacao                                                                                                      |
| INVOICING ADDRESS (If Different)                                                                             |                                                                                                              |
| Street, No.                                                                                                  | Veroias, 11, Flat/Office 203                                                                                 |
| Town, Post Code                                                                                              | Strovolos, 2023                                                                                              |
| Country                                                                                                      | Cyprus                                                                                                       |
| Names & Contacts of contact person in Legal or Customer care department (phone number direct line and email) | 1) VERSE CAPITAL LIMITED<br>HE 443536<br>Eleni Myrianthous (director)<br>Email: verse.capital@versecorps.com |
|                                                                                                              | 2)                                                                                                           |
|                                                                                                              | 3)                                                                                                           |
| No. and type of Licenses held by Operator                                                                    | Curaçao Gaming Authority (CGA) Certificate of Operation<br>OGL/2024/1641/1039<br>B2C Online Gaming License   |



### Provision of Services on ad hoc or subscription basis (please mark)

O Provision of Service on ad hoc basis for the case of (please state name and details of player below)

☒ **Provision of Services on Subscription starting on (please state date of commencement of services below)**

06.03.2026

The agreement is valid for 1 year from the commencement date and is renewed automatically for further yearly periods unless either party notifies the other party about their intention to not renew prior to the upcoming renewal date. The Operator has the right to terminate the Agreement unilaterally at any time without giving reasons by notifying CADRE thereof 7 (seven) working days in advance.

CADRE shall notify the Operator of each player complaint related to the Services within 3 (three) Business Days from the date CADRE receives such complaint.

If the time required to review and resolve a player complaint exceeds 90 (ninety) calendar days, CADRE shall (i) provide the Operator with a substantiated explanation of the reasons for exceeding the said review period, and (ii) provide the Operator with updated information on the status of the review of such complaint as at the end of each subsequent 30 (thirty) calendar day period until the final resolution of the relevant complaint.

CADRE shall be responsible for complying with the procedure and timelines for the handling and resolution of player complaints and disputes as established under applicable law.

CADRE shall also be responsible for ensuring the confidentiality of all information provided to it by the Operator and/or received from players, and shall comply with all applicable laws and regulations, including those relating to the protection of personal data, when collecting, processing, storing and transferring such information.

With the commencement of services, the Licensee is allowed to inform the CGA accordingly and to announce on the relevant websites about the offering of the services of CADRE to their online customers, and similarly the same process can be followed for notification in other jurisdictions.

Licensees publicly claiming to offer the CADRE service without a valid subscription will incur a penal fee equivalent to two annual subscription fees and will be reported to the relevant authorities.

**CADRE will provide the CGA regularly with a list of all licensees which have subscribed to the services in compliance with the ADR Policy.**

B2C Operators are required to implement a Disputes Procedure. This procedure should clearly explain to the Player when and how to take a dispute to the ADR. We recommend adjusting the Terms and Conditions accordingly and to use a clause similar to the example given below.

Should a Player feel that the dispute was not resolved to his satisfaction, the Player can refer the dispute to CADRE. CADRE is an independent alternative dispute resolution entity. The dispute resolution procedure at CADRE is free of charge for the Player independent of the outcome.

Decisions of CADRE are binding upon Operator. The procedure before CADRE does not restrict or prejudice the Player's right to bring proceedings against the Operator in any court of competent jurisdiction

The annual subscription fee and/or the hourly fees are detailed in the current fee schedule. They are accepted by entering into this agreement.

The Service Agreement between the Parties consists of this Order Form and CADRE's Rules Of Procedure, a copy of which you have received with this form (please check regularly for any updates on <https://cadre.online/rulesof-procedure/>)

In the event of any inconsistency or conflict between the terms of the Order Form and the Rules Of Procedure published on the CADRE's website, the terms of the Order Form shall prevail and shall govern the Parties' relationship to the extent of such inconsistency or conflict.

In the event of any amendment to the Rules Of Procedure, CADRE shall send to the Operator via email a notification of the upcoming changes together with the full version of the Rules Of Procedure in the amended form no later than 5 (five) Business Days prior to the effective date of such amendments and their publication on the CADRE's website.

If CADRE is removed from the Certification List, it must notify the Operator within two business days of removal.

The Operator is required to submit the following documents together with the signed Order Form:

- ☐ Copy of Operator's Terms and Conditions including reference to CADRE for dispute resolution
- ☐ Copy of the Operator's Dispute Resolution Procedure



Date: 03/11/ 2026

**The Operator**

Signature:

Name: Morganite Services B.V.

Job Title: Managing director

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

**CADRE**

Signature:

Name: John Micallef

Job Title: CEO - CADRE B.V.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Job Title: \_\_\_\_\_

**Fee schedule 2026**

- Flat fee for the first 10 cases per year for Curaçao licensed gambling operators: Euro 2,000 (exc. VAT) annually
- Ad hoc fee for non-subscribers: Euro 350 (exc. VAT) per hour

For internal use only (To be completed by CADRE)

|             |  |                  |  |
|-------------|--|------------------|--|
| Received on |  | Reference Number |  |
| Accepted by |  | Client Number    |  |