

COMPLAINT ESCALATION POLICY

Version No. 01 – Effective as of 25.9.2025

This Complaint Escalation Policy (“Policy”) outlines the procedures of ApuesteRápido for managing player complaints in full compliance with Article 5.3 of the National Ordinance on Games of Chance (Landsverordening op de kansspelen, “LOK”) and the regulations of the Curaçao Gaming Authority (“CGA”).

ApuesteRápido is committed to providing players with a transparent, fair, and efficient complaint resolution system, which includes access to free and independent Alternative Dispute Resolution (“ADR”) services.

HOW TO FILE A COMPLAINT

1. If you encounter any issues or are dissatisfied with our services, first contact our Customer Support team via email for assistance. Contact details can be found in the chapter “Contact Information.”
2. If your issue is not resolved, you may submit a formal complaint free of charge within six months of the date of the incident in question.

Please note that for complaints related to live sports betting, prompt action is recommended due to limited data availability.

3. ApuesteRápido will only accept complaints from players registered on the site; third-party complaints will not be accepted.

TYPES OF ACCEPTED COMPLAINTS

4. You may file a complaint regarding any aspect of your relationship with us, including but not limited to:
 - Deposit issues;
 - Withdrawal issues;

- Bonus terms and conditions;
- Account closure or restrictions;
- Alleged errors or unfairness in game results;
- Responsible gaming issues;
- Treatment of player balances;
- KYC and verification processes;
- Data protection concerns;
- Technical or software issues;
- Anti-Money Laundering (AML) matters;
- Issues involving minors;
- Fraudulent games;
- Fraudulent practices;
- Licensing or regulatory matters;
- Unfair terms and conditions.

COMPLAINT SUBMISSION PROCESS

5. To file a formal complaint, please complete our Complaint Submission Form, available for download in English and Spanish.

The form requires the following:

- Your full name, address, and place of residence;
- Your account number;
- The dates of the complaint and the disputed event;
- A detailed description of the issue;

- Supporting evidence or documents.

Please send the completed form to Customer Support (see the “Contact Information” chapter).

6. As a player, you have the right to:

- Submit complaints free of charge;
- Receive a timely response and resolution;
- Access free ADR services;
- Take legal action when applicable;
- Contact the CGA for regulatory matters;
- Be treated fairly and respectfully throughout the entire process.

COMPLAINT HANDLING AND TIMEFRAMES

7. Complaints are divided into two categories:

- **Responsible Gaming Complaints:**

These are prioritized due to their potential impact on player well-being. An acknowledgment will be sent within two (2) business days.

Our goal is to resolve such issues within five (5) business days but this may be extended up to two (2) weeks with prior notice.

If delays occur due to a lack of player cooperation, this period may be extended by another two (2) weeks.

- **Other Complaints:**

An acknowledgment will be sent within one (1) week.

We aim to resolve these within four (4) weeks; however, this may be extended by another four (4) weeks if the case is complex or more information is required.

If the player does not cooperate within the initial period, the complaint may be rejected.

Outcome and Communication:

8. You will receive a response via email, including:

- A reasoned decision supported by evidence (if applicable);
- An explanation if the complaint is not processed (e.g., due to missing information);
- Guidance on further options if you are not satisfied with the resolution.

ALTERNATIVE DISPUTE RESOLUTION (ADR)

9. If you disagree with our final decision, you may escalate your complaint to an independent ADR provider at no cost.

10. Details regarding the ADR process, eligibility requirements, submission procedures, and contact information for ADR providers are available in Clause 13 of our Terms and Conditions.

Please note:

- The ADR process is impartial and independent.
 - The ADR provider's decision is binding for both parties but does not limit your right to take legal action.
 - Only one ADR process per complaint is allowed. Once completed or withdrawn, the same matter cannot be resubmitted.
11. This chapter will become effective and reviewed once the CGA ADR Policy is enacted, the CGA publishes its list of certified ADR providers, and the Company signs an agreement with a certified ADR provider.

ROLE OF THE CURAÇAO GAMING AUTHORITY (CGA)

12. The CGA does not resolve individual player complaints related to gambling transactions.

However, you may contact the CGA to report suspected misconduct by the company, license breaches, or irregularities.

RECORD KEEPING AND CONFIDENTIALITY

13. We maintain detailed records of all complaints and submit reports to the CGA as required.

Your complaint details will remain confidential, used solely for regulatory compliance, and retained for a minimum of five (5) years or as required by law.

CONTACT INFORMATION

14. Customer Support Contacts:

- Email: support@apuesterapido.com

POLICY UPDATES

15. This Policy may be reviewed periodically to reflect regulatory changes or process improvements.

Please check for updates regularly.

ACKNOWLEDGMENT

16. By registering as a player, you confirm that you have read, understood, and accepted this Complaint Escalation Policy.

This Policy forms part of our Terms and Conditions and is governed by the applicable legal framework.