

MintDice Player Complaint Submission Form

Prism Sentinel N.V.

In Accordance with Curaçao Gaming Authority (CGA) Guidelines

Instructions for Completion

1. Please complete all mandatory fields (marked with *) to ensure your complaint can be processed.
2. Provide a clear and detailed description of the issue in Section 4.
3. Attach any supporting documentation (e.g., screenshots, transaction records) to support your complaint.
4. Save the completed form and email it to support@mintdice.com, or upload it via www.mintdice.com/article/player-complaints-policy.
5. For assistance, contact customer support at support@mintdice.com or via live chat.

Note: This form is available in English and [insert additional language(s) based on website domain]. Only registered players may submit complaints, and complaints must be lodged within six (6) months of the incident or bet settlement (per CGA guidelines).

MintDice Complaint Submission Form Section 1: Complainant Details

Full Name: _____

Address: _____

City: _____

Country: _____

Email Address: _____

Phone Number (Optional): _____

MintDice Account Name: _____

Section 2: Complaint Details

Date of Complaint Submission: _____

Date of Disputed Event/Incident: _____

Section 3: Complaint Category

Please select the category that best describes your complaint (check one):

- ☐ Deposit Issues
- ☐ Withdrawal Issues
- ☐ Bonus Terms and Conditions
- ☐ Account Closures or Restrictions
- ☐ Alleged Errors or Unfairness in Game Outcomes

- σ Responsible Gaming Issues (e.g., self-exclusion, cooling-off)
- σ Treatment of Player Balances
- σ KYC and Verification
- σ Data Protection
- σ Technical or Software Issues
- σ Anti-Money Laundering (AML) Concerns
- σ Issues with Minors
- σ Fraudulent Games
- σ Fraudulent Practices
- σ License or Regulation
- σ Unfair Terms and Conditions
- σ Other (please specify): _____

Section 4: Description of Complaint

Please provide a detailed description of the conduct or incident you are disputing. Include relevant details such as transaction IDs, dates, times, and any communications with MintDice customer support.

(Use additional pages if necessary)

Section 5: Supporting Documentation

Please list any documents or files attached to this form (e.g., screenshots, emails, transaction receipts):

1. _____
2. _____
3. _____

Section 6: Player Declaration

I, the undersigned, confirm that:

- I am the registered player associated with the account referenced in this complaint.
- The information provided in this form is accurate and complete to the best of my knowledge.
- I understand that MintDice may request additional information to resolve this complaint.
- I acknowledge that complaints must be submitted within six (6) months of the incident or bet settlement, as per CGA guidelines.

Signature (typed name if submitting electronically): _____

Date: _____

Submission Instructions

1. Save the completed form as a PDF.
2. Email the form and any attachments to support@mintdice.com, or upload via the complaint portal at www.mintdice.com/article/player-complaints-policy.
3. You will receive a confirmation of receipt within one (1) week (or two (2) business days for responsible gaming complaints), along with details on the resolution process and expected timeline.

Contact Information

- Customer Support: support@mintdice.com or live chat at www.mintdice.com
- Complaints: support@mintdice.com
- Curaçao Gaming Authority (CGA): www.cga.cw (for regulatory concerns)

Office Use Only

Complaint Reference Number: _____

Date Received: _____

Assigned To: _____