

# Innovex B.V.

Player Complaints Policy

**Version 1.0**

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Contents

1 Introduction .....4

2 Definitions.....4

3 How to file a complaint ..... 4

4 How the Company is handling a player complaint.....5

5 The Alternative Dispute Resolution.....5

6 Miscellaneous .....6

## 1 Introduction

Player Complaints Handling Procedure is documented to present a uniform flow of how the Innovex B.V.'s ('Company') employees are handling complaints and disputes logged by the Company's players.

Innovex B.V.'s player complaint policy is included in the general Terms & Conditions that can be found just one click away from the operating websites of the Company.

The Company's customer service team is trained and qualified to resolve player's complaints and disputes on the basis of good faith and fairness in accordance with requirements of Article 5.3 of the National Ordinance on Games of Chance (*Landsverordening op de kansspelen*, "LOK").

## 2 Definitions

- **Complaint:** A written expression of dissatisfaction regarding our services, conduct, terms, or decisions.
- **Dispute:** A complaint that remains unresolved after following our internal process and has been escalated to an ADR or court.
- **Player Interaction:** Any written communication by a player directed to our customer service team.

## 3 How to file a complaint

The Company's registered players can lodge a complaint by writing an email to [complaints@innovex.com](mailto:complaints@innovex.com) or via live chat within 6 (six) from the settlement of the bet or the incident about which they are making a complaint. In the case of P2P (such as poker) or ante post fixed odds betting the six month period begins after the bet settlement or conclusion of a specific event rather than the placement of the wager.

Complaint Submission Form may be made available to the player if the complaint was not resolved by email or via live chat.

The Company reserves a right to request supporting documentation from the player as the part of the complaint.

We will use best efforts to resolve a reported matter promptly.

## 4 How the Company is handling a player complaint

The Company ensures a player support function with sufficient resources to efficiently, competently and effectively interact with players, by providing the designated staff with continuous training for the player interaction and relevant legislative knowledge in order to offer to its player the highest level of support.

The Company aims to communicate the resolution to its player within 5 working days since the complaint has been logged in cases related to Responsible Gaming Complaints and within 4 weeks since the complaint has been logged in cases related to other types of complaints.

The company obliges to communicate the player and confirm receipt of the complaint, provide an explanation of how the complaint will be processed and provide notice of the average timeline for resolution of a complaint within 2 days since the complaint has been logged in cases related to Responsible Gaming Complaints and within 1 week since the complaint has been logged in cases related to other types of complaints.

In special circumstances the complaint might have to be escalated and analyzed at a more complex level, which may result in a prolonged response time. In such case player shall be informed of the delay, which cannot exceed two weeks. If a delay is due to a lack of or a slow response from the player, the resolution period may be extended by no more than a further two weeks. Should the player not provide the necessary information within that time period, the Company may reject the complaint

A player will always receive a final determination of their complaint in writing. The response will be either:

1. A reasoned final assessment of the outcome/resolution of the complaint with supporting evidence if necessary or applicable.
2. Detailed reasons for not handling the complaint.
3. If the player is unsatisfied with the resolution and makes a further complaint to that effect, the player will be informed that they may escalate the matter to an independent ADR entity.

## 5 The Alternative Dispute Resolution

If a player does not agree with the determination of their complaint, they have a right to refer the matter to an Alternative Dispute Resolution free of charge.

In the event that the player drops out of the ADR process (but it has already begun) they won't have the right to resurface the dispute in the future.

## 6 Miscellaneous

The Company reserves the right to maintain a record of all complaints including those that are not resolved at the first stage of the complaint's procedure.

None of the stages of the above detailed process restrict the player's right to bring proceedings against the Company in any court of competent jurisdiction.

The Company is responsible to inform the Curacao Gaming Authority on the complaints submitted to the Company twice a year within the established reporting period.