

Player Complaints Policy
of Hollycorn N.V.
Version 1.1

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1. Introduction

This Player Complaints Policy (the “Policy”) outlines the procedures for receiving, processing, and resolving player complaints by Hollycorn N.V. (the “Company”). It has been developed in accordance with Article 5.3 of the National Ordinance on Games of Chance (Landsverordening op de kansspelen, LOK).

The Policy applies to all complaints received from players regarding their interactions with the Company and any aspect of participation in games of chance.

2. Procedure for Complaints (Incidents)

2.1. Definition of a Complaint (Incident)

A complaint (incident) is any event, action, omission, or system behavior that, in the opinion of the player, has negatively impacted their participation in a game of chance or their relationship with the Company.

The list of reasons for complaints includes, but is not limited to:

- Issues with deposits, withdrawals, or transaction failures;
- Disputes over bonuses, game results, or bet settlements;
- Account suspensions, closures, or restrictions;
- Technical malfunctions affecting gameplay or access;
- Breaches of data protection or Responsible Gaming obligations;
- Suspected unfair treatment or non-compliance with terms and regulations.

2.2. Submitting a complaint

Players may file a complaint free of charge within six (6) months of the incident that gave rise to the complaint. In the case of P2P games or ante post fixed odds betting, the six-month period begins after the outcome of the relevant event.

By submitting a complaint directly to the Company, the player confirms and guarantees that the issue is not being simultaneously reviewed or escalated to any third party (such as an ADR entity, regulator, or legal representative).

In the first instance the complaint can be submitted by the player through customer support channel (via email or live chat), or the player has the opportunity to submit the complaint through the official “Complaints” tab on the website, which provides an online form for complaint submission.

Complaints must include:

- Player’s full name, address, and place of residence;
- E-mail address;
- Date of complaint;
- Description of the issue (including applicable category, if relevant);
- Preferred language;
- Supporting documentation (if relevant);
- Type of the complaint.

Complaint online form is also linked in the Terms and Conditions.

2.3. Acknowledgement of a Complaint

The Company confirms receipt of the complaint within 7 days, including:

- Confirmation of receipt;
- Provision of the explanation how the complaint will be processed;
- Expected timeline for resolution.

2.4. Resolution of a complaint

Complaints shall be resolved within 4 weeks.

If additional time is needed due to complexity or missing data, the timeline may be extended by 4 additional weeks, with written notice to the player.

The final response shall include:

- A detailed explanation and outcome;
- Or justification for declining the complaint.

2.5. Responsible Gaming complaints

Responsible Gaming complaints are handled with the highest priority. Within 2 (two) days of receiving a complaint, the Company will confirm receipt in writing, explain how the complaint will be processed, and inform the player of the average expected timeline for its resolution.

The Company ensures timely resolution of such complaints in accordance with responsible gambling practices. The Company aims to resolve such complaints within 5 (five) business days. If more time is needed, the player will be informed. The delay cannot exceed 2 (two) weeks, unless the player is slow to respond, in which case an additional 2 (two) weeks may be given.

3. Alternative Dispute Resolution (ADR)

If the complaint is not resolved to the player's satisfaction it may be escalated to a certified ADR provider, with whom the Company will conclude an agreement as soon as the list of certified ADR appears, free of charge.

ADR contact details are included in Terms and Conditions and on the website.

4. Escalation to the Curaçao Gaming Authority (CGA)

Players who believe the Company has breached regulatory obligations may report this via the CGA's Online Form.

The CGA will not resolve or make decisions on complaints regarding gambling-related transactions.

5. Record-Keeping and Reporting

All complaints are logged and stored by the Company for at least 5 years.

Reports are submitted by the Company twice annually (Jan 15 and June 15) to the CGA, including:

- Total number of complaints made;
- Total number of complaints closed (settled and rejected);
- Number of pending or unresolved complaints;
- Number of complaints by category;
- Number referred to ADR and the subsequent outcomes of each;
- Number and detail of complaints for which a player has taken legal action.