

Player Complaints Policy

Policy overview

This Player Complaints Policy (“Policy”) outlines the framework for managing player complaints and disputes, ensuring a transparent, fair, and efficient process. The policy guarantees players access to a straightforward dispute resolution process.

Procedure for complaints

Players are able to lodge a complaint free of charge within six months of the incident related to their participation in a game of chance. For ante-post fixed odds betting, the six-month period begins after the resolution of the specific event.

Player can file a complaint using an online form, which will be provided by the operator on its website or by sending an email with a subject line “complaint”.

Required information include:

- a. Complainant's name, address, and place of residence;
- b. Complainant's account number (if applicable);
- c. Date of the complaint;
- d. description of the issue;
- e. Supporting documentation.

Complaint resolution process

Complaints related to responsible gaming will be prioritized. Best effort will be used to resolve these cases within five business days. If for any reason more time is needed, players will be informed of the delay, which will not exceed two weeks.

Within a week of receiving a complaint, player will have the confirmation of the receipt of the complaint via preferred communication method, will be provided a brief explanation of how complaint will be handled and also will be informed about the timeline of the resolution.

Timeline for assessing responding to complaints shall be within four weeks. In some cases, due to the complexity of a case or lack of information, this period may be extended once by additional four weeks with prior written notice to the complainant.

Player will receive final a final determination of their complaint in writing. The response will either:

1. 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. If additional information is reasonably required to address the complaint fully, the operator must have requested this information within the initial four

week time period. Should the complainant not provide the necessary information within that time period, the operator may reject the complaint.

Where for any reason the operator does not or is unable to resolve an issue to the player's satisfaction, the player is informed that the matter may be escalated by the player to an independent ADR entity.¹

Reasons for a Complaint

The player has the right to make a complaint regarding any part of their relationship with the operator or any incident related to their participation in a game of chance. This includes:

1. Deposit issues
 2. Withdrawal issues
 3. Bonus terms and conditions
 4. Account closures or restrictions
 5. Alleged errors or unfairness in game outcomes
 6. Responsible gaming issues
 7. Treatment of player balances
 8. KYC and Verification
 9. Data Protection
 10. Technical or Software issues
 11. AML concerns
 12. Issues with minors
 13. Fraudulent games
 14. Fraudulent practices
 15. License or regulation
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