

Player Complaints Policy

KING ENTERPRISES N.V.

Approving Official: Director, King Enterprises N.V.

Responsible Office: Compliance Department– King Enterprises N.V.

Effective Date: May 29, 2025

Next Review Date: May 29, 2026

1. Policy Statement

At PokerKing.com, we strive to provide a fair and transparent gaming experience for all our players. The following Player Complaints Policy is implemented to ensure that all player concerns are addressed promptly and fairly.

This policy outlines the process for submitting complaints, the steps taken to resolve issues, and the timelines associated with each stage.

2. Complaint Submission Window

Players must submit any formal complaints within six (6) months from the date of the disputed incident or bet. After this period, complaints may no longer be accepted.

3. How to Submit a Complaint

If you wish to file a complaint, please follow these steps:

- Complete the Official Complaint Form:
 - Available in English and Russian.
 - You can get the form by contacting our support team at:
 - Email: info@kingenterprisesnv.com
- Provide the following details:
 - Your full name and PokerKing.com account username
 - Date and time of the issue
 - A detailed description of the problem
 - Any supporting evidence (e.g., screenshots, transaction IDs)

4. Internal Resolution Process

Once we receive your complaint, our Customer Support Team will review it and aim to resolve the issue as quickly as possible. Here's what you can expect:

- Acknowledgment of Complaint: Within 72 hours of submission
- Resolution: We strive to resolve the issue promptly, keeping you informed throughout the process. Once the internal investigation is concluded, and a decision is reached, you will receive a final decision that clearly explains the outcome.

5. Responsible Gambling Complaints – Prioritization

We prioritize complaints related to responsible gambling matters, such as:

- Self-exclusion breaches
- Protection of vulnerable players
- Problem gambling prevention measures

These issues will be handled urgently and are expected to be resolved within five (5) business days.

6. Timelines for Resolving Other Complaints

Standard complaints will be addressed within five (5) to seven (7) business days from the date of submission. In complex cases, where additional time is required, the resolution period may be extended by an additional four (4) weeks. You will be notified if this occurs.

7. Escalation to ADR

If we cannot resolve your complaint internally, you have the right to escalate it to an independent Alternative Dispute Resolution (ADR) provider certified by the Curaçao Gaming Authority.

- This service is provided at no cost to the player.
- PokerKing.com will cover all associated costs for the ADR service.
- Information on how to access ADR services will be provided if escalation is necessary.
- ADR decisions are binding and cannot be revisited by other ADR entities once concluded.

8. Use of Artificial Intelligence in Complaints Handling

To improve efficiency, we may use AI to assist with straightforward complaints, such as issues related to:

- Payment queries.
- Bonus terms and conditions.
- Account issues.

However, all responsible gambling complaints and complex cases will be handled by trained human staff, ensuring personal attention and oversight for these sensitive matters.

9. Record Keeping and Confidentiality

PokerKing.com retains detailed records of all complaints and their resolutions for a minimum period of two (2) years, in accordance with regulatory requirements. All player data is handled in strict compliance with our Privacy Policy and the applicable data protection laws.

10. Contact Details for Complaints

If you have any questions or wish to file a complaint, please contact us using the following methods:

- Email: info@kingenterprisesnv.com
- Our Customer Support Team is available to assist you with any issue you may encounter.

11. Commitment to Fair Play

At PokerKing.com, we are dedicated to providing a safe, secure, and fair gaming environment for all players. We take all complaints seriously and strive to resolve them in a timely and transparent manner. We are committed to upholding the highest standards of player protection and will always act in good faith to address your concerns.

By using PokerKing.com, you agree to abide by our Player Complaints Policy. We value your feedback and appreciate your trust in our platform.

Official Complaint Form

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1. Statement

We are committed to resolving your concerns efficiently. Please complete the following form to submit your complaint.

2. Personal Information

Full Name: _____

PokerKing.com Username: _____

Email Address: _____

Preferred Language for Communication:

☐ English

☐ Russian.

3. Complaint Details

Date and Time of Incident: _____

Type of Complaint (Please select all that apply):

☐ Payment Issue.

☐ Bonus or Promotion Issue.

☐ Account Management Issue.

☐ Responsible Gambling Issue.

☐ Technical Issue.

☐ Other (Please specify): _____

Description of the Complaint:

Please provide a detailed description of the issue you are facing. Include all relevant information, such as actions taken, and any relevant dates and times.

4. Supporting Evidence

Attach Files (Screenshots, Transaction IDs, Emails, etc.):

Please attach any supporting documents or evidence related to your complaint. This could include screenshots, transaction history, or any other relevant material.

5. Resolution Attempts

Have you already contacted PokerKing.com support regarding this issue?

() Yes

() No

If Yes, please provide the date and outcome of your previous contact with our support team:

Please describe the outcome or any steps already taken to resolve this issue.

6. Preferred Resolution

How would you like us to resolve this issue?

Please provide a brief description of the solution you are seeking.

7. Acknowledgment and Consent

Acknowledgment of Complaint Submission:

() I acknowledge that I have submitted this complaint to PokerKing.com and understand that this complaint will be reviewed according to PokerKing.com's Player Complaints Policy.

Consent to Data Processing:

() I consent to PokerKing.com processing my personal data in accordance with the Privacy Policy for the purpose of resolving my complaint.

8. Submit Your Complaint

After completing this form please attach it to your e-mail along with the supporting evidence and send it to info@kingenterprisesnv.com

9. Additional Information

Timeframe for Response: You will receive an acknowledgment of your complaint within 72 hours, and we aim to resolve the matter as quickly as possible, in line with our Player Complaints Policy.

Escalation: If you are not satisfied with the resolution, you can escalate your complaint to an Alternative Dispute Resolution (ADR) provider certified by the Curaçao Gaming Authority, to the address that you will receive within one week.