

Player Complaints Overview Report

Company Name:

Faro Entertainment N.V.

Reporting Period:

31 July 2025 – 31 December 2025

Report Date:

12.01.2026

Complaints Summary

Category	Number
Total reportable complaints received	1485
Complaints resolved (upheld and rejected)	1326
Complaints pending or unresolved	159
Responsible Gaming–related complaints	20
Other complaints (operational, service, and legal)	1465
Complaints escalated to Alternative Dispute Resolution (ADR)	0
Complaints involving legal proceedings	52

Definition of a Reportable Complaint

A complaint is considered reportable when formally submitted via the Company’s official complaint channels (complaint form, email, or written submission).

Matters raised solely through live chat or informal customer support interactions are not classified as reportable complaints.

Closing Statement

All complaints are logged, assessed, and handled in accordance with the Company’s Player Complaints Policy and applicable regulatory requirements.