

Player Complaint Policy

Effective Date: July 31, 2025

License Holder: Palau Holdings N.V.

License Number: OGL/2024/197/048

Websites: www.bingofest.com & www.eddybetcasino.com

Jurisdiction: Curaçao

1. Our Commitment to You

We are committed to offering a fair, safe, and transparent gaming experience. We take all player concerns seriously and aim to resolve any issues quickly, professionally, and in line with regulatory requirements.

This page explains how you can raise a complaint and what steps we will take to help resolve it.

2. Who Can Submit a Complaint?

If you're a registered player on our platform and believe that something hasn't gone as it should, you're welcome to submit a complaint.

You can raise concerns about things like:

- Problems logging in or accessing your account
- Issues with deposits, withdrawals, or payment delays
- Game performance or fairness
- Bonus offers or promotions
- Responsible gaming tools or limits
- Any other part of your experience with us

When submitting your complaint, you'll also be asked to choose a category (such as withdrawals, KYC, bonuses, etc.) so we can better track and resolve your issue.

3. How to Submit a Complaint

We recommend speaking with our Support Team first; many issues can be solved quickly that way.

- Live Chat: Available 24/7 on our website or by email: support@bingofest.com or support@eddybetcasino.com

If you'd still like to submit a formal complaint, please download and complete the [Formal Complaint Submission Form](#) (for [BingoFest](#) and [EddyBetCasino](#)), and then email it to playeraccounts@bingofest.com or playeraccounts@eddybetcasino.ag

What to Include:

- Your full name and username
- The email address linked to your account
- The date of the issue
- A clear description of the problem
- Any relevant screenshots or attachments
- The category of the issue (e.g. KYC, withdrawal, game performance, bonus)

4. How We Handle Complaints

Responsible Gaming Complaints

We aim to resolve these within 5 business days. We'll confirm receipt within 2 business days, let you know the process, and give you a timeline. If we need more time, we'll let you know, and delays caused by missing information from your side may extend the process up to 4 weeks.

All Other Complaints

We'll acknowledge your complaint within 1 week and aim to resolve it within 4 weeks. If your case is more complex or we need more information, the timeline may be extended once by another 4 weeks, but we'll always notify you in advance.

5. What If You're Not Satisfied with Our Response?

Alternative Dispute Resolution (ADR)

As part of our regulatory obligations, we will provide free and independent dispute resolution via a CGA-certified ADR provider.

■ At this time, the Curaçao Gaming Authority (CGA) has not yet published the list of certified ADR providers. As soon as they do, we will update this policy with the contact details and instructions for submitting a complaint to the designated ADR.

Filing a Regulatory Complaint with the CGA

It's important to note that the CGA does not resolve individual disputes. However, if you believe that our conduct represents a regulatory violation (e.g., breach of licensing conditions), you may submit a formal regulatory complaint to the CGA.

This complaint must be submitted using the official CGA Formal Complaint Submission Form, which requires the following information:

- Your full name and contact details
- Your casino username and email address
- The type of complaint (e.g., withdrawal, responsible gaming, game malfunction, etc.)
- Description of the issue and any supporting documentation
- The resolution you are seeking

Please ensure that you've attempted to resolve your issue with us first before submitting this form.

6. Your Privacy and Complaint Records

We keep a secure record of all complaints for at least five (5) years. This helps ensure transparency and regulatory compliance.

7. Abuse of the Complaint Process

We're here to help, but please note that we may decline complaints that:

- Are abusive, threatening, or made in bad faith
- Lack enough detail for us to investigate
- Are clearly intended to delay or disrupt our regular services

8. Complaints Policy in Our Terms & Conditions

To ensure transparency, this complaints process, including submission methods and future access to ADR, is also clearly referenced in our Terms & Conditions.

9. Changes to This Policy

We regularly review this policy to reflect any changes in our services or legal requirements. Any updates will be posted right here on our website.

Need Help?

For any questions about this policy or your complaint, please contact our Compliance Team:

playeraccounts@bingofest.com or playeraccounts@eddybetcasino.com