

Player Complaint Submission Form

For: 232casino.com

Version 1.1 – Effective July 2025

Please complete all relevant fields. This form is for registered players only. We aim to respond within 7 days and resolve all issues as soon as possible. Fields marked with * are required.

1. Personal Information

- **Full Name:***

- **Address:**

- **City & Country of Residence:**

- **Email Address (registered with us):***

- **Account Username / ID (if applicable):***

2. Complaint Details

- **Date of Incident:***

____ / ____ / ____

- **Type of Issue (select one or more):***

☐ Deposit issue

☐ Withdrawal issue

☐ Bonus terms

☐ Account closure/restriction

☐ Game error/unfair outcome

- ☐ Responsible Gaming issue
- ☐ KYC/Verification
- ☐ Data Protection
- ☐ Technical or software issue
- ☐ AML concern
- ☐ Fraudulent practices
- ☐ License/regulation
- ☐ Unfair terms
- ☐ Other: _____

3. Description of the Complaint*

Please describe your complaint clearly and include relevant dates, transaction IDs, or screenshots.

4. Supporting Documents

Please attach any evidence you feel supports your complaint (e.g. screenshots, chat transcripts, emails, payment proofs).

- ☐ Attached file(s): _____

5. Previous Steps Taken*

- Have you contacted our support team already?
☐ Yes ☐ No

If yes, when and through which channel?

6. Signature*

I confirm that the information provided is accurate to the best of my knowledge.

- **Signature:**

- **Date:**

____ / ____ / ____

How to Submit

Please email this completed form to:
support@232casino.com