

Complaint Submission Form

Operator: AE Group B.V.

License Number: **OGL/2024/216/0606**

Regulator: Curacao Gaming Authority (CGA)

Section 1 – Player Information

Full Name: _____

Residential Address: _____

City / Postal Code: _____

Country: _____

Email: _____

Phone Number: _____

Account Username / Number: _____

Section 2 – Complaint Details

Date of Complaint: _____

Date of Incident / Disputed Event: _____

Type of Complaint (please select):

- ☐ Deposit issue
- ☐ Withdrawal issue
- ☐ Bonus / promotion issue
- ☐ Account closure / restriction
- ☐ Game fairness or technical issue
- ☐ Responsible Gaming (self-exclusion / limits)
- ☐ KYC / Verification
- ☐ Data protection
- ☐ Fraud / suspected illegal activity
- ☐ Other: _____

Description of Complaint (please provide full details):

Section 3 – Supporting Documents

(Attach any files relevant to your complaint, e.g. screenshots, emails, transaction receipts)

☐ Documents attached

Section 4 – Declaration

I confirm that:

- I am the registered player on the above account.
- The information provided in this complaint is true and accurate to the best of my knowledge.

Signature: _____

Date: _____

Submission Instructions

Online: Complete and submit via the online form.

Email: Send the completed form and any attachments to support@efbet.net.