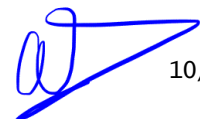


Approved by:

\_\_\_\_\_  
eMagnus Curacao B.V., Director

## Player Complaints Policy



10/27/2025

At **Flybergom B.V.**, we are committed to providing an exceptional gaming experience. We strive to ensure your satisfaction, but if you need to raise a concern, this policy outlines the process in compliance with Article 5.3 of the National Ordinance on Games of Chance (LOK) and the Curaçao Gaming Authority (CGA) requirements, ensuring transparency, fairness, and access to free alternative dispute resolution (ADR) services.

### Submitting a Complaint

You may file a complaint at no cost within six (6) months of the incident. For peer-to-peer games (e.g., poker) or ante post fixed odds betting, this period begins after bet settlement or event conclusion. For in-running sports betting, we recommend prompt submission due to limited investigation data. Only registered players may submit complaints; third-party complaints are not accepted.

To lodge a complaint, please complete the Complaints Submission Form and email it to our customer support team at [support@th.parimatch.com](mailto:support@th.parimatch.com). For inquiries, you may also reach us via Live Chat, available 24/7 at [th.parimatch.com](https://th.parimatch.com). In the form, please provide:

- Your full name, address, and account number.
- Date of the complaint and the disputed event.
- A clear description of the issue.
- Supporting evidence, such as screenshots.

If you need assistance with the form, our support team is ready to help.

### Scope of Complaints

You may raise concerns about:

- Deposits or withdrawals.
- Bonuses or account restrictions.
- Game fairness or responsible gaming issues.
- KYC, verification, or data protection matters.
- Technical or software issues.
- Anti-money laundering (AML), fraud, or licensing concerns.



- Issues involving minors or unfair terms.

### Complaint Handling Process

Upon receipt, we categorize complaints as follows:

- **Responsible Gaming Issues** (e.g., self-exclusion): We acknowledge receipt within two (2) business days and aim to resolve within five (5) business days. If delays occur, we will notify you (maximum two (2) weeks). Player-caused delays may extend this by two additional weeks.
- **Other Issues**: We acknowledge receipt within one (1) week and aim to resolve within four (4) weeks. Complex cases or player-caused delays may extend this by four additional weeks with prior notice. Non-cooperation within the initial four weeks may result in rejection.

You will receive an email with our final decision, including reasons and evidence, if applicable.

### Escalation Options

If you are dissatisfied with our resolution, you may escalate your complaint to:

- **Alternative Dispute Resolution (ADR)**: Access a free, independent ADR provider as outlined in our [Terms & Conditions](#).
- **Curaçao Gaming Authority (CGA)**: Contact [info@gamingcontrolcuracao.org](mailto:info@gamingcontrolcuracao.org) for operator violation concerns. Note that the CGA does not handle individual disputes.
- **Legal Action**: Pursue further legal recourse, subject to ADR terms.

### Your Rights

As a valued player, you are entitled to:

- Submit complaints free of charge.
- Receive timely acknowledgment and resolution.
- Access free ADR services.
- Be treated fairly and respectfully.
- Contact the CGA for regulatory concerns.
- Pursue legal action, subject to applicable terms.

### Record Keeping

We maintain confidential records of all complaints for CGA regulatory reporting, retained for five years or as required by law.



**Policy Access**

This policy is included in our Terms & Conditions at [th.parimatch.com/en/terms-and-conditions](https://th.parimatch.com/en/terms-and-conditions) and available as a standalone document on our website. We may update it to reflect regulatory changes, so please review it periodically. By being a registered player, you acknowledge that you have read, understood, and agree to this policy.

For further assistance, please contact us at [support@th.parimatch.com](mailto:support@th.parimatch.com) or visit our support page at <https://th.parimatch.com/en/dispute-resolution-policy>.

A handwritten signature in blue ink, consisting of a stylized 'W' or 'V' shape.