

Omega Sports Solutions N.V.

Player Dispute **Global Policy**

Policy Document	Player Dispute
Category	Company Process Document
Scope	Procedure relevant to Omega Sports Limited
Purpose	To outline the company policy with regards to Player Disputes
Version	1.1

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Purpose

The Purpose of this document is to set out the principles and content of the player dispute policy of Omega Sports Solutions N.V. (hereafter referred to as 'Omega Sports') to enable Omega Sports to outline for itself the manner of handling Player Disputes for FUN88 and indicate the conditions of operating in already entered and planned Territories.

Scope

Brands: This policy applies to FUN88

Departments: This policy applies to Customer Service, Marketing (and all associated sub departments- Acquisition, Retention, Affiliate, Search Engine optimization, Internal Traffic Generation), Information Technology, Risk, Payments, and Compliance.

Process

- 1) Omega Sports will usually receive player disputes through either a Live Chat function with Customer Service or via an email channel (the email address is: cs.eng@fun88.com), although it is theoretically possible customers may also find alternative ways to write to or phone Omega Sports
- 2) Omega Sports shall endeavour that there are dedicated resources within the support team to deal with Player Disputes.
- 3) The process of dealing with those disputes is as follows:
 - a) The dedicated team member (here after referred to as the "Agent") will receive the complaint through a dedicated email address or through Live Chat.
 - b) The Agent will assess the complaint and will, based on the severity of the complaint be instructed to:
 - i. Acquire further details from the customer if needed.
 - ii. Ensure that the customer provide the account identification details in order to contact the customer directly if and when needed.
 - iii. The agent will be in contact with the customer either via email or through Live Chat function or telephonically to ensure that Omega Sports is in receipt of the complaint and that it's being investigated.
 - iv. The agent will investigate the matter, acquiring assistance from internal departments if necessary.
 - v. During the process, agent will seek to advise the customer of expected turnaround time to resolve the matter.
 - vi. The aim is the matter will then be resolved with the customer directly.
 - vii. The Agent will endeavour that there is a follow up on the complaint within 24 hours if in the case where the complaint remains unresolved post 24 hours from the initial date of the complaint.

Requirements

- 1) The Agent will aim to resolve the complaint within 48 hours, unless the matter has further technical challenges , i.e. system upgrades that would affect the turnaround time of the complaint resolution, and the customer will be updated through the complaint review process via a:
 - i. Call,
 - ii. Email or
 - iii. Live Chat
- 2) The support team will be on the lookout for certain keywords. A few examples will be mentioned and provided to the support team dealing with Complaints, the keywords are:
 - a) I will speak to my lawyer/s
 - b) I will sue you
 - c) You are not legal to operate
 - d) Court
 - e) Thieves
 - f) Liars
- 3) The matter will be handled by the Agent as per the standard process, however in such cases the Compliance team will be notified regarding the progress of the matter and the expected time of the case resolution.
- 4) If the matter is not resolved by the team responsible for handling the complaint, the escalation will then be filtered through to a more senior Customer Services Officer and if still unresolved a Compliance officer with the relevant context of the case/Complaint, the Compliance officer will then assess the matter and see if the matter can be resolved, assessing the severity of the matter is essential.
- 5) If the matter can't be resolved on the Compliance Management level, the case will then be put forward through the Senior Management team. If the matter is still not resolved, the matter will then be discussed by Omega Sports's Director(s). If the matter is still not resolved, it will then be referred to Welton Holdings Ltd for reporting and advice purposes within 5 business days of failure by Omega Sports's Director(s) to resolve.