

DISPUTE RESOLUTION POLICY

Last updated: October 01, 2025

1. Introduction.

This Dispute Resolution Policy outlines the procedures and mechanisms established by JetTon iGaming Platform, operating under the Curaçao license (hereinafter referred to as the "**Platform**", "**JetTon**" or "**We**"), to address and resolve disputes that may arise between the JetTon and its players. We have formulated this policy to ensure transparency, fairness, and effective resolution processes.

Please keep in mind:

- Our Terms and Conditions are governed by the laws of Curaçao.
- You agree that any dispute, controversy or claim arising out of or in relation to our Terms and Conditions, or violation, termination or invalidity thereof, shall be transferred to the exclusive jurisdiction of Curaçao.

2. General Principles

The Platform is committed to ensuring that all Customer disputes are handled in a transparent, fair, and timely manner. All Customers have the right to lodge a complaint concerning any aspect of their interaction with the Platform, including but not limited to account activity, payments, promotions, verification, game outcomes, responsible gaming, and regulatory matters.

All complaints will be reviewed objectively, and the Customer will not be disadvantaged for initiating a complaint in good faith.

3. Submitting a Complaint

Customers may submit a complaint free of charge within six (6) months of the incident in question. In the case of peer-to-peer games (e.g., poker) or ante-post betting, the complaint period begins after the relevant event is resolved.

To file a complaint, the Customer must complete the complaint form available in PDF format at the following link: [Player Complaint Form] , and submit the completed form by email to the Support Service at info@jetton.online.

The complaint submission must include:

- Full name and registered address of the Customer;
- Account ID;
- Date of the incident or dispute;
- A clear description of the issue, including any relevant documentation or evidence;

- Preferred language (English or another language of the target market).

3. Acknowledgment and Response Timelines

Upon receiving a complaint, the Platform will:

- Acknowledge receipt within seven (7) days via email or another preferred communication method;
- Provide an explanation of the review process and expected resolution timelines.

The Platform aims to issue a final response within four (4) weeks of receiving the complaint. In complex cases, this period may be extended once for up to an additional four (4) weeks, with prior notice and explanation to the Customer.

Complaints related to responsible gaming will be prioritized and, where possible, resolved within five (5) business days. If more time is needed, the Customer will be informed, and the delay will not exceed two (2) weeks.

All decisions will be communicated in writing and will include either:

- A clear explanation of the final resolution and its justification; or
- A reasoned explanation for not handling the complaint (e.g., insufficient information).

4. Escalation to Alternative Dispute Resolution (ADR)

If a complaint is not resolved to the Customer's satisfaction, the matter may be escalated to an independent Alternative Dispute Resolution (ADR) body, which will review the dispute impartially.

ADR services are provided free of charge to the Customer.

5. Record-Keeping and Reporting

The Platform maintains a detailed record of all received complaints for a minimum period of five (5) years, including:

- Resolved complaints (upheld or rejected);
- Unresolved complaints;
- Complaints escalated to ADR or legal action.

The Company submits regular reports on complaint statistics and outcomes to the appropriate regulatory body, as required.

Player Complaint Form (example)

Please complete this form to submit your complaint.

All fields marked with * are mandatory.

1. Personal Information

Full Name*: _____

Residential Address*: _____

Place of Residence (if different): _____

Email Address*: _____

Phone Number (optional): _____

2. Account Details

Customer Account ID / Username (if applicable): _____

3. Complaint Details

Date of Complaint Submission*: _____

Date of Incident (if known): _____

Category of Complaint*:

- ☐ Deposit issues
- ☐ Withdrawal issues
- ☐ Bonus terms and conditions
- ☐ Account closures or restrictions
- ☐ Alleged errors or unfairness in game outcomes
- ☐ Responsible gaming issues
- ☐ Treatment of player balances
- ☐ KYC and Verification
- ☐ Data Protection
- ☐ Technical or Software issues
- ☐ AML concerns
- ☐ Issues with minors
- ☐ Fraudulent games
- ☐ Fraudulent practices
- ☐ License or regulation
- ☐ Unfair terms and conditions

Description of the Issue*:

4. Language Preference

Please select your preferred language for communication:

☐ English

☐ Other (please specify): _____

5. Supporting Documentation

You may attach any documents that support your complaint (e.g., transaction confirmations, screenshots, correspondence).

List of attached documents:

6. Declaration

By submitting this form, I confirm that the information provided is accurate to the best of my knowledge and that I am submitting this complaint in good faith and within six (6) months of the relevant incident.

☐ I agree and wish to submit the complaint.

Signature: _____

Date: _____