

Player Complaint Form

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: _____