

Shapefy B.V. – Player Complaints Policy

Shapefy B.V., licensed under the Curaçao Gaming Authority (CGA) for offering casino and sportsbook through **oddsgate.com**, is committed to fair and transparent handling of all player complaints, particularly complying to Article 5.3 of LOK.

1. Filing a Complaint

Players may submit complaints regarding any Game of Chance related to the use and/or functions of **oddsgate.com** within six (6) months from the date of the incident, free of charge. Complaints must be submitted using the template provided on our website and include:

- Complainant's full name, address, and place of residence
- Date of complaint
- Language of submission: English, Dutch, or Papiamentu
- Description of the incident

2. Acknowledgment

Complaints will be acknowledged in writing within one (1) week by the support team of **Shapefy B.V.** and **oddsgate.com**, including an explanation of how the complaint will be handled.

3. Resolution

Shapefy B.V. will provide a final ruling in writing within four (4) weeks. If necessary, this period may be extended once by an additional four (4) weeks.

4. Alternative Dispute Resolution

Players may, at any time, request alternative dispute resolution at **Shapefy B.V.**'s expense.

For full details, please contact our support team.