

COMPLAINTS RULES AND GUIDELINES

The following rules must be strictly observed by all casinos operating under the Trustrix B.V. (Curaçao) remote gaming license.

There are several sources of receiving a player or affiliate complaint:

- A. Directly from a player
- B. From a third-party mediator
- C. From Trustrix B.V. (either originally from Trustrix B.V. or communicated by the Gaming Authority via Trustrix B.V.)

If a complaint was received directly from a player:

- Let the player know that the complaint was received.
- Carry out investigation of the complaint.
- Reply to the player with the results of investigation.
- All replies must be done within ten (10) working days.

If a complaint was received from a third-party mediator:

- Reply to the third party that the complaint was received.
- Carry out investigation of the complaint.
- Reply first to the third-party mediator with the results of your investigation.
- Notify the player of the outcome.
- All replies must be done within 72 hours. The time of reply can be extended.

If a complaint was received from Trustrix B.V.

- Investigate the complaint and reply to Trustrix B.V. within 72 hours.
- Your reply should contain all the relevant information regarding the complaint, communication that took place with the player/affiliate, and proofs of possible terms and conditions breach.

The following rules apply to all types of complaints:

The terms and conditions must give customers clear and accessible information on how to file a complaint. They must also include the timescales the operator will take to respond, and information about how the customer can escalate the complaint if they are not satisfied with the result.

The operator must provide information in a clear, comprehensible and easily accessible way to customers.

The terms and conditions of service must include information about the ADR provider the operator uses to resolve disputes – their name, contact details and website address.

The anti-fraud team has the right to request an access to live chat of brands for reading and downloading chats and tickets, which can be subsequently provided to the licensee or ADR. If not possible, all the requests from the anti-fraud team to provide chat transcripts and communication history with a player should be carried out by the operator within 24h after such request.

Anti-fraud team must be notified of all possible complaints from players regardless where it can possibly be filed (The POGG, Casinomeister, Askgamblers etc) via e-mail antifraud@softswiss.com providing full information for the case within 72 hours.

Players should be informed on the status of their complaints regardless of the result. If the complaint is resolved in favour of the player and any actions required, the responsible person from the casino team carries out the action and implements an appropriate follow-up to make sure the problem has been resolved (e.g. provides the confirmation document). If the complaint is resolved in favor of the casino the responsible person informs the player about such a decision accordingly.

For all types of complaints, the decision of Trustrix B.V. or Authority will be final.

If you fail to respond to a complaint from Trustrix B.V. within the required time, then Trustrix B.V. reserves the right to process this complaint at their own discretion, including but not limited to restoring or refunding the player's balance.

Notwithstanding the above, as the license holder Trustrix B.V. reserves the right to process any complaint at their own discretion and decision on such complaint will be final.

Please note that continued failure to process complaints according to these Rules can lead to contract termination between You and Trustrix B.V.

It is your responsibility to understand and abide by these rules. If you have any questions or suggestions, please contact us at antifraud@softswiss.com.