

Player Complaints Policy

Geeker Technology N.V

Effective Date: 29/06/2025

Approved By: Milos Djoric

Last Review Date: 01/09/2025

Next Review Date: 01/02/2026

1. Purpose & Scope

This Player Complaints Policy sets out the procedure through which Geeker N.V. handles and resolves complaints submitted by players regarding its gaming services.

It ensures compliance with Article 5.3 of the **National Ordinance on Games of Chance (LOK)** and the **Player Complaints Policy Guidelines (v1.1, June 2025)** issued by the **Curaçao Gaming Authority (CGA)**.

Geeker N.V. is committed to treating all players fairly, ensuring transparent complaint resolution, and maintaining the highest standards of player protection and regulatory compliance.

This policy applies to all complaints submitted by registered players concerning any gaming, payment, bonus, or account-related matter on Geeker N.V.-operated websites or platforms.

It also covers complaints regarding Responsible Gaming measures, self-exclusion, and suspected breaches of fair play or game integrity.

2. Definition of a Complaint

2.1A *complaint* is any formal expression of dissatisfaction made by a player to Geeker N.V., related to:

- The outcome of a gaming transaction or wager;
 - Account management or closure;
 - Delays, non-payments, or incorrect settlements;
 - Alleged violation of terms and conditions;
 - Responsible gaming or player protection concerns; or
 - Any other matter connected to the services provided.
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3. Complaint Submission Procedure

3.1 Stage 1 – Informal Resolution

Players should first contact **Customer Support** through the live chat or email address provided on the website.

Customer Support will aim to resolve all issues quickly and fairly.

3.2 Stage 2 – Formal Complaint

If the matter is not resolved at the first stage, the player may submit a **formal complaint** via the designated complaints email address:

complaints@geekertech.com

The complaint must include:

- Full name and registered account email;
- Date and description of the issue;
- Relevant transaction IDs or screenshots; and
- The remedy sought by the player.

Formal complaints must be submitted within **six (6) months** from the date of the incident.

4. Complaint Handling Process

Step	Action	Timeline
Acknowledgment	Geeker N.V. acknowledges receipt of the complaint and confirms next steps.	Within 2 business days
Investigation	The complaint is reviewed by the Compliance or Operations team, who may request additional information.	Within 4 weeks
Complex cases	If the investigation cannot be concluded within 4 weeks, Geeker N.V. may extend the response period, notifying the player of the reason for delay.	Up to 8 weeks total
Response	A written decision with explanation and outcome is issued to the player.	Within the timeframe above

Complaints involving responsible gambling, self-exclusion, or player vulnerability will be **prioritized** and handled within **5 business days** wherever possible.

5. Escalation to Alternative Dispute Resolution (ADR)

If a player is dissatisfied with the outcome of the complaint handled by Geeker N.V., they may escalate the matter to an **approved ADR entity** recognized by the **Curaçao Gaming Authority (CGA)**.

The ADR process is **free of charge** for the player, and the ADR provider's decision or recommendation will be based on the evidence provided by both parties.

Details of the approved ADR provider will be published on Geeker N.V.'s website once appointed by the CGA.

6. Regulatory Cooperation

Geeker N.V. will maintain detailed records of all complaints received and their outcomes. Complaint data may be uploaded to the **CGA's regulatory portal** for supervisory and compliance purposes, in line with Article 9 of the Player Complaints Policy Guidelines (v1.1).

The CGA may review complaint statistics and patterns to assess Geeker N.V.'s adherence to regulatory obligations.

7. Confidentiality and Data Protection

All complaint information is treated confidentially and handled in accordance with applicable **data protection laws** and **Geeker N.V.'s Privacy Policy**.

Personal data will only be disclosed to regulatory authorities or ADR bodies when required by law.

8. Link to Responsible Gaming

Complaints related to **responsible gambling** (e.g., self-exclusion, deposit limits, or account restriction) will be handled in alignment with **Geeker N.V.'s Responsible Gaming Policy**.

9. Record Retention

All complaint records, correspondence, and evidence will be retained for a minimum of **five (5) years** after final resolution.

10. Player Acknowledgment

By using Geeker N.V.'s gaming services, players acknowledge that they have read and understood this policy and agree to the complaint procedures set out herein.

11. Policy Review

This policy is reviewed **annually** or following updates to CGA regulations or the Player Complaints Policy Guidelines.