

Alternative Dispute Resolution (ADR) Policy

Effective Date: 16/07/25

Applies to: CPG Global Entertainment B.V.

Jurisdiction: Licensed under the laws of Curaçao

1. Purpose

This policy ensures players have access to a transparent, timely, and fair mechanism for resolving disputes, including the option to escalate unresolved complaints to either an independent third-party ADR provider or directly to the Curaçao Gaming Control Board (GCB), in line with the current regulatory framework.

2. Scope

Applicable to all player complaints relating to:

- Exchange bets and matched/unmatched wager disputes
- Wallet or balance errors
- Technical issues impacting bet placement
- Withdrawal and deposit concerns
- Bonus or promotional terms
- Player exclusion or self-limitation enforcement
- Alleged breach of terms & conditions

3. Internal Complaint Handling Procedure

3.1 Submission Channels

Complaints must first be submitted directly to the platform via:

- Email: support@cpglobal.com
- In-platform help form or live chat

3.2 Acknowledgment

- A written acknowledgment will be sent within 24 hours of receipt.
- A unique ticket ID will be assigned for tracking.

3.3 Internal Review & Resolution

- Reviewed by the Player Protection & Compliance Team.
- Resolution will be provided within 7 business days.
- If the issue is complex, the player will be informed and given an updated resolution timeline (not exceeding 14 calendar days).

4. Escalation Options

4.1 If the complaint is unresolved internally, players may choose one of the following escalation options:

Option A – Independent ADR Provider CPG Global Entertainment B.V partners with the following third-party ADR provider:

- ADR Entity: ThePOGG.com
- Website: <https://thepogg.com/complaint/>
- Email: complaints@thepogg.com
- Cost to Player: Free
- Binding Nature: Binding on CPG Global Entertainment B.V, not necessarily the player
- Language of Service: English (others may be supported upon request)

Option B – Curaçao Gaming Control Board (GCB) If the player prefers, or if the ADR process is unsatisfactory, complaints may be escalated directly to the regulator:

- Website: <https://www.gamingcontrolcuracao.org/contact/>
- Email: info@gamingcontrolcuracao.org
- Language of Service: English

5. ADR Eligibility Conditions

- The internal process must be completed before escalation.
- The complaint must relate to a real-money account.
- Complaints must be escalated within 12 months of the final decision.
- Duplicate or previously adjudicated cases may be rejected.

6. Legal Standing

- ADR decisions from ThePOGG.com are binding on the operator if agreed in advance.
- Complaints escalated to the GCB are handled in accordance with Curaçao law and applicable gaming regulations.
- Players remain entitled to pursue remedies in civil courts.

7. Data Handling

All data provided for complaint resolution or ADR will be handled in accordance with our Privacy Policy and applicable data protection regulations under the laws of Curaçao and the EU (if applicable).

8. Record Retention

All complaint logs and dispute outcomes will be securely stored for a minimum of 5 years and made available to the Curaçao Gaming Control Board upon lawful request.

9. Policy Review

This policy will be reviewed annually or in response to regulatory changes issued by the Curaçao Gaming Control Board or applicable legislation.