

Complaints Handling Policy

1. General information

- 1.1. Trendy Games B.V., registration number 170208, registered at Schottegatweg Oost 10 Unit 1-9 Bon Bini Business Center, Willemstad, Curacao (the “Company” or “we”), operating the www.friday.bet (the “**Website**”) states explicitly that gambling, as well as participation in any game of chance provided by the Company may be restricted by law or even prohibited in some countries. Such restrictions or prohibitions may be imposed even if the Company has a license issued by Curacao Gaming Control Board (the “**CGB**”) to organize remote games of chance, in compliance with the National Ordinance for Games of Chance (“**LOK**”).
- 1.2. All matters related to Customer’s accounts, deposits/withdrawals, gambling operations, etc. are detailly described in Company’s Terms and Services and other Company’s policies, accessible on Website and all disputes between Customer and the Company shall arise from mentioned documents.
- 1.3. In case Customer deems that the Company breached its terms and conditions or other Company’s policies during provision of services, the Customer may file complaint to us under the terms set in this policy.

2. Complaint submission

- 2.1. The Customer may file a complaint to the Company, related to services provided by the Company on the Website, including but not limited, the making available of all games, the Customer’s account, granting of bonuses, and any ancillary services thereto (the “Complaint”). The Complaint must be submitted within six months after an incident on provided services occurred within the Website.
- 2.2. Mandatory Complaint form accessible *here*, which is also accessible on the bottom of the Website within the section *file the complaint*. Completed form shall be sent to e-mail support@friday.bet;
- 2.3. Within one week upon receipt of Complaint, we will sent you an e-mail acknowledgment of receipt of the Complaint, accompanied by further information on handling submitted Complaint.
- 2.4. Within four weeks upon receipt of Complain, we shall sent out an e-mail either on:
 - 2.4.1. Decision on not to process Complaint, indicating the reasoning of such decision;
 - 2.4.2. Decision on processed Complaint and final ruling on the Complaint, including supporting particulars, information and/or data.
- 2.5. We have the right to extend the timeframe indicated in point 2.4. of this policy up to eight weeks, by notifying the Customer any time via e-mail, but not later than 4 weeks after receipt of Complaint.

3. Examination of Complaint

- 3.1. Upon receipt of Complaint we will internally evaluate the provided information. We might ask for additional information, data, and/or clarification from Customer by giving 2 weeks
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term to provide requested items. During examination we are entitled to send multiple requests if we deem it necessary to properly examine the Complaint.

- 3.2. Claims are being examined only in English.
- 3.3. We may proceed with decision not to process submitted Complaint, including but not limited to reasons below:
 - 3.3.1. The incident provided in Complaint has occurred more than six months before;
 - 3.3.2. Complaint is not filed in English or any other official language of Curacao;
 - 3.3.3. The Customer has previously submitted Complaint on the same incident;
 - 3.3.4. The Complaint is not filed under the terms set in this policy;
 - 3.3.5. The Complaint lacks sufficient detail or evidence;
 - 3.3.6. The Complaint has been filed by third party or not original user of the Customer account;
 - 3.3.7. Any other reason upon our discretion.
- 3.4. Complaint is examined in accordance to this policy, Company's terms and conditions, relevant legal acts of Curacao and standard practice within online gambling business.
- 3.5. Customer can send inquires on status of Complaint to us via e-mail support@friday.bet.
- 3.6. Submission and examination of Complaint is free of charge.

4. Alternative Dispute Resolution

- 4.1. If the Customer believes that his/her Complaint has not been handled satisfactorily and would like to appeal against the Company's examination of the Complaint, Customer may contact Designated Alternative Dispute Resolution (the "ADR") provider: www.adrgroup.co.uk
- 4.2. ADR provider will examine the circumstances of the Complaint in order to decide the outcome thereof. The designated ADR provider provides impartial ADR services for Complaints, between Customers and the Company.
- 4.3. Customer, willing to use ADR provider services, shall follow instructions provided in ADR provider website and by ADR provider.
- 4.4. ADR provider services to the Customer are provided free of charge.

5. Final provisions

- 5.1. In case Customer is not satisfied or consider that Complaint has been incorrectly handled by the Company, or ADR provider (if this method used), the Customer, shall have the right to refer the matter to the CGB as supervisory authority on the website: <https://www.gamingcontrolcuracao.org/> of competent court of the Curacao.
 - 5.2. This Procedure is approved by the Company. The Company's Compliance officer is responsible for the implementation of the provisions of this Procedure, periodic inspections and evaluation of its effectiveness.
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Complaint Form

Name and surname

First name

Your Username / Your Player ID

Your Username

Your Email Address

Email Address

Your full address (place of residence)

Email Address

Date of Incident

mm/dd/yyyy



Description of complaint

Description of complaint

Date of complaint submission

mm/dd/yyyy

