

Complaints Policy

At Power.win, we strive to provide exceptional service and a smooth, fair experience for all players. However, if you have a complaint, we take it seriously and are committed to addressing it fairly and promptly through this Complaints Policy.

Who Can Submit a Complaint

Complaints may only be submitted by the registered account holder. We do not accept complaints from third parties acting on behalf of a player, unless required by law or expressly authorised and verified by us.

Right to Lodge a Complaint

Players may lodge a complaint free of charge at any time within six (6) months from the settlement of the bet or from the date of the incident giving rise to the complaint. Complaints submitted outside this period may not be accepted.

How to Submit a Complaint

You can submit a complaint via the email below:

Email: complaints@power.win

Please provide your full name, account username, contact information, a detailed description of the complaint, any supporting documentation, and your preferred resolution.

Complaint Handling Process

We will acknowledge receipt of your complaint within 2 business days.

Your complaint will be reviewed by a member of our Complaints Team. We may request additional information or documentation as needed to properly assess the matter.

We aim to assess and provide a response to complaints within four (4) weeks from receipt.

If necessary, due to complexity or lack of information, this period may be extended once by an additional four (4) weeks. In such cases, you will be informed in writing of the delay and the expected timeframe for resolution.

Responsible Gambling Complaints

Complaints related to Responsible Gambling are treated as a priority due to their potential impact on player well-being.

Such complaints include, but are not limited to:

- Issues relating to the targeting of vulnerable players
- The availability, accessibility, or timely implementation of self-exclusion or cool-off measures
- The enforcement of Responsible Gambling protections and related account restrictions

These complaints will be categorised accordingly and handled with enhanced urgency and care.

Complaint Records and Reporting

We maintain records of all complaints received, including details of the complaint, actions taken, and outcomes. These records are stored securely and are accessible only to authorised personnel.

Complaint records are retained for a minimum of five (5) years in accordance with regulatory requirements.

The Company will submit reports to the Curaçao Gaming Authority (CGA) on 15 January and 15 June each year. These reports will include details of complaints submitted by players since the previous reporting period, based on the Complaints Submission Form and internal records.

Escalation and Appeals

If you are not satisfied with our response, you may escalate your complaint to our Compliance Team:

Email: compliance@power.win

Please include your original complaint details and any additional information you wish to provide.

If your complaint remains unresolved, you may refer the matter to the Curaçao Gaming Authority or the appropriate regulatory body, in accordance with applicable procedures.