

## CW Investments N.V. – Player Complaints Policy

**CW Investments N.V.**, licensed under the Curaçao Gaming Authority (CGA) for offering casino and sportsbook through **cwbet.io**, is committed to fair and transparent handling of all player complaints, particularly complying to Article 5.3 of LOK.

### 1. Filing a Complaint

Players may submit complaints regarding any Game of Chance related to the use and/or functions of **cwbet.io** within six (6) months from the date of the incident, free of charge. Complaints must be submitted using the template provided on our website and include:

- Complainant's full name, address, and place of residence
- Date of complaint
- Language of submission: English, Dutch, or Papiamentu
- Description of the incident

### 2. Acknowledgment

Complaints will be acknowledged in writing within one (1) week by the support team of **CW Investments N.V.** and **cwbet.io**, including an explanation of how the complaint will be handled.

### 3. Resolution

**CW Investments N.V.** will provide a final ruling in writing within four (4) weeks. If necessary, this period may be extended once by an additional four (4) weeks.

### 4. Alternative Dispute Resolution

Players may, at any time, request alternative dispute resolution at **CW Investments N.V.**'s expense.

For full details, please contact our support team.