

Player Complaint Form

Instructions: Please complete this form to submit a complaint. Providing all requested information will help the Company handle your complaint fairly and efficiently.

1. Player Information

- ❖ Full Name: _____
- ❖ Residential Address: _____
- ❖ Country of Residence: _____

2. Account Information

- ❖ Player Account Number / Username (if applicable): _____

3. Complaint Details

- ❖ Date of Complaint: ____ / ____ / ____
- ❖ Date of Disputed Incident or Event: ____ / ____ / ____
- ❖ Description of the Issue or Conduct Being Disputed:

(You may select a category if provided by the Company: e.g., Payment Issue, Game Malfunction, Bonus Dispute, Other)

4. Supporting Evidence

- ❖ Please attach any relevant documents or files, such as:
- ❖ Screenshots
- ❖ Videos
- ❖ Transaction IDs
- ❖ Correspondence
- ❖ Attach files: [Upload Button / Field]

5. Preferred Contact

- ❖ Email / Phone: _____
- ❖ Preferred Language for Response: _____

6. Consent and Acknowledgment

☐ I consent to the Company processing my personal information for the purpose of investigating and resolving this complaint in accordance with applicable data protection laws.

☐ I acknowledge that the Company may take a reasonable period to investigate this complaint and will respond in accordance with its complaint handling policy.

7. Signature: _____

Date: ____ / ____ / ____