

CGA - Player Complaints Report

Name of the Operator	Gladia N.V.
License Number:	OGI/2024/378/0652
Date of the report	15/01/2026
Period covered	H2 2025
Total number of complaints made:	0
Total number of settled complaints (upheld and rejected):	0
Number of pending or unresolved complaints:	0
Number of complaints by category (multiple options permitted):	see below
Number and detail of complaints for which a player has taken legal action:	
Deposit/Withdrawal	-
Player Balances Treatment	-
Data Protection	-
Technical/Software Issue	-
AML	-
Fraud	-
License or Regulatory Issue	-
Unfair Terms & Conditions	-
Bonus Terms & Conditions	-
Account Restriction/Closure	-
Game Outcome/Fairness	-
Responsible Gaming	-
KYC/Verification	-
Other	-
Number referred to ADR:	0
Number and detail of complaints for which a player has taken legal action:	0