

Player Complaints Policy

1. What Is a Complaint?

A complaint is a written expression of dissatisfaction regarding any aspect of our service, decisions, or conduct. This includes issues related to deposits, withdrawals, bonuses, KYC, account restrictions, responsible gaming, data protection, or any other matter.

2. Timeframe to Submit a Complaint

You may file a complaint free of charge within 6 months of the incident or the settlement of the wager related to your concern.

For in-running sports betting, we recommend submitting your complaint promptly, as data required to assess the case may not be retained for long.

3. How to Submit a Complaint

To file a complaint:

1. Contact our Customer Support via email or live chat.
2. Required information:
 - Full name and country of residence
 - Account number
 - Date of the complaint and the event in question
 - Description of the issue
 - Any relevant supporting documents

4. How We Handle Complaints

Responsible Gaming Complaints:

- Prioritized and resolved within 5 business days when possible.
- Acknowledge receipt within 2 days with details of the process and estimated timeline.
- Extensions (max 2 weeks) may apply in complex cases, or if we await further input from you.

All Other Complaints:

- Acknowledge receipt within 7 days.

- Resolution provided within 4 weeks.
- A one-time extension (up to 4 more weeks) may apply, with prior written notice.

You will receive a final written decision, including:

- A clear explanation and evidence (if applicable), or
- The reason for rejection, and
- Information on how to escalate the matter.

5. Escalation – Alternative Dispute Resolution (ADR)

If you are not satisfied with our final response, you may escalate (optional) your complaint free of charge to an independent ADR provider certified by the CGA.

- You cannot reopen a case with a different ADR once one has been chosen.
- ADR outcomes are binding for us. Some limitations may apply for repeated or very low-value claims.
- Contact details for our ADR provider:

The Curacao Gaming Authority (CGA) has not yet published the official list of certified ADR providers. Once the list becomes available, Jazz Business Solutions will enter into an agreement with at least one certified ADR provider and update this section with the provider's name, website, and contact information.

6. Record Keeping and Reporting

- All complaints and disputes are logged and reviewed.
- Reports are submitted to the CGA twice a year.
- We retain complaint records for up to five years, or as required by data protection and legal standards.

7. Your Legal Rights

- Nothing in this policy limits your right to take legal action.
- You may also report regulatory violations directly to the CGA.
- Note: the CGA does not mediate individual disputes but may act on misconduct or regulatory breaches.

8. Overview of Issues Covered

You can file a complaint about, but not limited to:

- Deposit or withdrawal delays
- Bonus terms and conditions
- Account suspension or closure
- Responsible gaming and self-exclusion
- KYC/Verification or data privacy concerns
- Technical or software failures
- Alleged fraud or breach of terms
- Licensing and compliance matters

9. Contact Us

If you have a complaint or require help submitting one, please contact us at:

 Email: compliance@isppro.net

 Live Chat: click on the respective icon on the URL page.