

Player Complaints Policy

Effective as of September 1, 2025

Zeno Club B.V. is committed to ensuring that all player complaints and disputes are handled in a fair, transparent, and timely manner. This policy sets out the principles and procedures the Company follows in dealing with complaints, reflecting the requirements of its licence and the standards of the Curaçao Gaming Authority.

Any player who feels dissatisfied with the Company's services or believes that their rights have been infringed may submit a complaint to the Customer Support Team. Complaints must be raised within ten (10) calendar days of the issue arising. Complaints submitted after this period may not be accepted unless exceptional circumstances justify the delay. Complaints must be submitted in writing through the official channels, including the support email **support@whiterabbit.casino** or the contact form available on the website. Players must provide their full name, account ID, and sufficient details of the matter, together with any supporting evidence such as transaction IDs, screenshots, or correspondence.

Once a complaint has been received, the Company will acknowledge receipt and begin an internal review. The Customer Support Team will examine the matter carefully, collecting all relevant information and consulting the responsible departments if necessary. A substantive reply will normally be provided within thirty (30) days. Where the issue is complex and requires further investigation, the Company reserves the right to extend this period. If additional information is needed from the player, the review period is suspended until such information is provided. Throughout the process, the Company will communicate with the player in a clear and professional manner, ensuring that the player is kept informed of the status of their complaint.

All communications between the player and the Company, including emails, live chat records, and telephone conversations, are recorded and securely stored. This ensures transparency, accountability, and the ability to verify the complaint-handling process. Records are retained for the period required by law and may be used for internal audits, training, or regulatory inspections.

The Company always seeks to resolve complaints at the earliest stage. In the majority of cases, resolution is reached through dialogue with the Customer Support Team. Where the matter requires escalation, it will be reviewed by senior management. In unprecedented or complex situations, the final decision rests with the Company's management.

If, after completing the Company's internal complaints procedure, the player considers that the matter has not been resolved satisfactorily and that the Company may be in breach of its licence obligations, the player may refer the complaint to the Curaçao Gaming Authority. The official complaint form can be accessed by clicking on the Curaçao seal displayed at the bottom of the website. Players will be required to provide their name, contact details, the licensed website, their player ID, and a clear description of the issue when submitting the form. The Curaçao Gaming Authority will only consider matters falling within its supervisory competence and will not review disputes that have not first been addressed with the Company.

The Company reserves the right to retain information and personal data related to complaints to the extent permitted or required by law. All data is processed in accordance with the Company's Privacy Policy, which grants players the right to access and, where appropriate, rectify their personal data.

This Complaints Policy forms part of the Company's commitment to responsible and transparent operations. It is published on the website and is available to all players at any time.