

# PLAYER COMPLAINTS POLICY

## A. Purpose and Scope

This document outlines the official procedure through which players of Galazia B.V. may submit formal complaints regarding their use of the platform. It is issued in accordance with Article 5.3 of the National Ordinance on Games of Chance (LOK) and the regulatory obligations enforced by the Curaçao Gaming Authority (CGA).

We are committed to ensuring all players have access to a timely, structured, and impartial process for resolving complaints — including the option to engage a free Alternative Dispute Resolution (ADR) mechanism.

## B. Initial Support Contact

If you experience dissatisfaction or a dispute while using our services, please first attempt to resolve the issue by contacting our customer support team through:

-  Email: [support@parimatch.com](mailto:support@parimatch.com)
-  Live Chat: Available 24/7 at [parimatch.com](https://parimatch.com)

If your issue remains unresolved after this initial support interaction, you may proceed to file a formal complaint.

## C. Filing a Formal Complaint

### C.1. Time Limit to File

A formal complaint must be submitted within **six (6) calendar months** from the date the issue occurred.

-  For peer-based games (e.g., poker) or ante-post fixed odds wagers, the period begins after bet settlement or event conclusion.
-  For live/in-running bets, we recommend swift action due to potential loss of tracking data shortly after the event.

### C.2. Who May File

Only the individual who holds the account in question may submit a complaint. Reports or claims filed by third parties (including affiliates, family members, or agents) will not be accepted.

### **C.3. Eligible Topics**

You may raise a complaint concerning (but not limited to) the following matters:

- Deposit/withdrawal issues
- Bonus-related disputes or unclear conditions
- Game results, logic, or outcome fairness
- Account closures, blocks, or restrictions
- Responsible gaming implementation (e.g., self-exclusion)
- Account balance discrepancies
- KYC/identity verification procedures
- Data usage, retention, or protection
- Technical malfunctions or platform errors
- AML/Fraud-related concerns
- Underage player protection
- Alleged breaches of licensing obligations
- Any term deemed unfair or non-transparent

### **C.4. Submission Process**

Download the **Complaint Submission Form**.

The form is available in English.

You must include:

- Full name and residential address
- Your account ID or number
- The date of the disputed event and complaint submission
- A clear description of the issue
- Supporting documents, screenshots, or evidence (where applicable)

Submit your completed form via the contact details listed in Section B.

## D. Complaint Handling and Timelines

### D.1. Categorization

Complaints are processed according to their type:

#### I. Responsible Gambling-Related Cases:

Includes self-exclusion, cool-off periods, or issues impacting player safety.

-  Acknowledgement: Within **2 business days**
-  Target Resolution: Within **5 business days**
-  Extensions: May be extended by up to **2 weeks** if additional review is required
-  Additional 2 weeks may apply if the delay is caused by the player (e.g., non-responsiveness)

#### II. General Complaints:

All other complaint types.

-  Acknowledgement: Within **7 calendar days**
-  Target Resolution: Within **28 calendar days**
-  May be extended by up to **4 more weeks** for complex cases or where player documentation is delayed

- 📅 Complaints may be closed if a player fails to cooperate or provide requested materials within 4 weeks

## E. Final Response

Once the complaint is reviewed, the player will receive a formal decision by email, which may include:

- A clear outcome
- Supporting reasons or evidence
- A justification for declining the complaint, if applicable
- Further steps, such as ADR referral (see below)

## F. Independent ADR Escalation

If the final outcome is unsatisfactory, players are entitled to escalate their complaint to an independent ADR entity — free of charge.

📖 Details about the ADR process, including eligibility and how to submit your case, are available in our [Terms & Conditions](#).

🗣️🔊 Note: The ADR decision is **binding** on both parties. However, players retain the right to seek **judicial review** or **legal recourse** where permitted by law. Complaints can only be submitted to ADR **once** per issue.

## G. Curaçao Gaming Authority (CGA) Role

The CGA does not resolve disputes between players and operators. However, you may report serious regulatory violations such as:

- Suspected misconduct by the operator
- Breaches of licensing conditions
- Whistleblower matters

✉️ Email: [info@gamingcontrolcuracao.org](mailto:info@gamingcontrolcuracao.org)

## **H. Record Retention and Privacy**

We maintain secure, confidential records of all complaints for at least **five (5) years**, or longer if required by applicable laws. These records are used strictly for internal auditing and CGA reporting purposes.

## **I. Your Rights as a Player**

As a registered player, you have the right to:

- File a complaint at no cost
- Receive a timely and transparent response
- Engage in a free ADR process
- Contact the CGA about operator violations
- Pursue legal remedies where applicable
- Be treated fairly and respectfully at all stages

## **J. Policy Revisions**

This Policy may be amended periodically to reflect changes in regulation, internal procedures, or improvements to our complaints management. The most current version is always available on our website.

## **K. Legal Acknowledgement**

By using our services, you confirm that you have read and accepted this Player Complaints Policy which forms part of our legally binding [Terms & Conditions](#).