

Player Complaints Overview Report

Company Name:

Sunstar Impact N.V.

Reporting Period: January 15th, 2026, till July 15th, 2026

Report Date: August 7, 2026

Complaints Summary

Category		Number
Total number of complaints made		7
Total number of settled complaints (upheld and rejected);		7
Number of pending or unresolved complaints;		0
Number of complaints by category	1. Deposit issues	0
	2. Withdrawal issues	2
	3. Bonus terms and conditions	0
	4. Account closures or restrictions	2
	5. Alleged errors or unfairness in game outcomes	1
	6. Responsible gaming issues	0
	7. Treatment of player balances	0
	8. KYC and Verification	0

Number of complaints by category	9. Data Protection	0
	10. Technical or Software issues	0
	11. AML concerns	0
	12. Issues with minors	0
	13. Fraudulent games	0
	14. Fraudulent practices	2
	15. License or regulation	0
	16. Unfair terms and conditions	0
Other complaints (operational, service, and legal)		0
Number referred to ADR;		0
Complaints involving legal proceedings		0

Definition of a Reportable Complaint

A complaint is considered reportable when formally submitted via the Company's/operator's official complaint channels (complaint form, email, or written submission). Matters raised solely through live chat or informal customer support interactions are not classified as reportable complaints.

Closing Statement

All complaints are logged, assessed, and handled in accordance with the Company's Player Complaints Policy and applicable regulatory requirements.