

1. INTRODUCTION

- 1.1. VIVI.casino (hereinafter – “Website”) is owned and operated by Evolut Interactive N.V. (hereinafter – “the Company”), a company registered and established under the Law of Curacao, registration number 161541, registered address: Trias Building, Hanchi Snoa 19, Willemstad, Curacao.
- 1.2. Evolut Interactive N.V. is licensed and regulated by The Curacao Gaming Control Board.
- 1.3. In certain Jurisdictions Evolut Interactive N.V. is using NEVADIN LIMITED (a company registered and established under the Law of Cyprus, registration number: HE 433770, registered address: Agias Zonis & Thessalonikis, NICOLAOU PENTADROMOS CENTER, Floor 10, Flat/Office 1001A, BLOCK B, 3026, Limassol, Cyprus) as a payment agent.

2. DISPUTE RESOLUTION

- 2.1. Complaints, queries, feedbacks, requests and difficulties are to be directed to our Client Support team.
- 2.2. Clients may lodge a complaint free of charge at any time up to 6 (six) months of the settlement of the bet or the incident about which they are making a complaint. In the case of complaints about in-running sports betting, Clients must act promptly and report their concerns to the Company as soon as possible, as prompt action may be necessary if the investigation may depend on data relevant to the complaint which — due to the nature of in-running betting — may no longer be available after a short period, insofar as the Company cannot reasonably be expected to preserve such data any longer.
- 2.3. Complaints can only be made by the registered Clients.
- 2.4. The complaint submission form is available on the Website. Complaints related to Responsible gaming or categorized by the Company as related to Responsible gaming will be prioritized.
- 2.5. The Support team will do its best to provide the Client with a reply or solution within 4 (four) weeks from the Client’s query or complaint (5 (five) business days for Responsible Gaming related complaints).
- 2.6. In exceptional circumstances wherein, we feel that adequate resolution of the complaint requires further investigation and/or additional information, we may extend the timeframe by a further 4 (four) weeks (the Client will be informed of the delay). The timeframe for Responsible Gaming related complaints may be extended not more than for 2 (two) weeks.
- 2.7. In any case within 1 (one) week (2 (two) business days for Responsible Gaming related complaints) the Support team will provide the Client with:
 - 2.7.1. Complaint receipt confirmation;
 - 2.7.2. An explanation of how the complaint will be processed;
 - 2.7.3. A notice of the average timeline for resolution of the complaint.
- 2.8. Complaints related to Responsible gaming or categorized by the Company as related to Responsible gaming will be prioritized.
- 2.9. If additional information/document is reasonably required to address the complaint fully, the Company will request this information/document within the complaint resolution period. Should the complainant (the Client) not provide the necessary information within the complaint resolution period, the Company may extend the complaint resolution period and/or reject the complaint.
- 2.10. A Client will always receive a final determination (the outcome of the complaint) of their complaint from the Company in writing (via e-mail).



- 2.11. If the Client believes that his/her complaint has not been handled satisfactorily and would like to appeal against Company's handling of the complaint, he/she may refer the dispute to the designated Alternative Dispute Resolution (ADR) entity (also referred to as 'the ADR'). The ADR will examine the circumstances of the dispute in order to decide the outcome thereof. The designated ADR entity provides impartial ADR services for disputes that have arisen between Clients and the Company, as the B2C operator in this case. In order to avail oneself of this service, the Client will need to adhere to the following guidelines:
- 2.11.1. the Client needs to first ensure that he/she has tried to resolve the dispute via Company's internal complaints procedure (Support service). It is only once this attempt has not been fruitful that the ADR entity will take into consideration any ADR dispute form submitted by a Client. The Client shall use the ADR dispute procedure before any legal/court proceedings;
 - 2.11.2. a minimum claim (complaint) value required for escalation to ADR is EUR 1,000 (one thousand) or equivalent;
 - 2.11.3. Clients may only resort to assistance from the ADR if the dispute is not being or has not been handled by another ADR service provider, regulator, or court. The ADR reserves the right to refuse any submission for review of a dispute if it deems the latter to have been submitted to a third party, or if it considers such request to be frivolous, vexatious, or does not relate to the outcome of a gambling transaction (example, betting result, application of bonus offers, misleading terms and conditions, or account management). It may also refuse to consider the dispute if in doing so, the effective operation of the ADR would have been seriously impaired, or if it feels that either of the parties has attempted to intimidate, threaten or exert undue external pressure on the ADR process;
 - 2.11.4. once the designated ADR tackles the dispute, the ADR's outcome is considered to be a binding decision vis-à-vis both the Client and the Company. This therefore means that Clients may only seek further legal and judicial recourse in regards to matters allowed by applicable law. Such circumstances usually include, for instance, situations where the ADR has acted in a serious manner contrary to the rules of impartiality and equity according to law and such action has thereby prejudiced the Client's rights;
 - 2.11.5. the Company may offer the Client recourse to a form of non-binding dispute resolution, including mediation;
 - 2.11.6. submission of a request for assistance from the ADR is to be submitted within 6 (six) month from the conclusion of the Company's review of the complaint;
 - 2.11.7. once the matter has been referred to the ADR, the Company will not be replying to any Client's correspondence. Any communication will be channeled through the designated ADR.
- 2.12. Curacao Gaming Authority does not mediate in individual disputes between Clients and the Company, but if you feel the Company is in breach of regulations than the Client may contact the Curacao Gaming Authority.



Player Complaint Form

1. Personal Information

- Full Name: _____
- Date of Birth: _____
- Email Address: _____
- Country of Residence: _____
- Current address: _____

2. Account Information

- Username / Player ID: _____
- Operator Website: _____

3. Complaint Details

- **Date of Incident:** _____
(Please note you can make a complaint only 6 months after incident)
- **Complaint Category (tick one or more):**

If other:

- **Complaint Description**
(Please describe your complaint in detail. Include dates, amounts, and any relevant communication.)

4. Supporting Evidence

(Upload or list any relevant screenshots, emails, chat logs, payment confirmations etc.)

I have attached supporting documents. Not applicable

5. Declaration

I confirm that the information provided is true and complete to the best of my knowledge.

Signature: _____

Date: _____

