

To whom it may concern,

TGI ENTERTAINMENT NV wishes to use the below drafted Player Complaint Policy, in accordance with the requirements of the National Ordinance of games of Chance (LOK) and the guidelines issued by the Curacao Gaming Authority (CGA), for its following websites:

www.exclusivebet.com

www.betlivecasino.com

www.maxibetcasino.com

www.tiktokcasino.com

www.sicasino.com

Below is the final drafted policy that we will publish on each Casino website.

It is our understanding that the CGA has not yet published an update regarding the official list of approved ADR service providers (alternative dispute resolution) , a necessity for TGI Entertainment NV in order to choose and comply with the existing regulation

Once the list of ADR service providers is published by the CGA and we have established a contractual relationship with one of these, we will update this information in our Player complaint policy and footer as soon as possible.

Thanks

The Management
TGI Entertainment NV

Player Complaints Policy

1. Introduction

At [Insert Casino Name]com we are committed to offering a fair, transparent, and responsive complaint resolution process. We take all player concerns seriously and provide a structured procedure to address and resolve complaints in a timely and impartial manner.

This Player Complaints Policy complies with the requirements of the National Ordinance on Games of Chance (LOK) and guidelines issued by the Curaçao Gaming Authority (CGA).

2. What Is a Complaint?

A complaint is a **written expression of dissatisfaction** about our services, decisions, or actions, where the player expects a reply or resolution. All complaints must be submitted by the **registered account holder** only.

3. How to Submit a Complaint

Players can submit a complaint within **six months** of the event or settlement of the bet in question.

To lodge a complaint, please:

1. **Contact Customer Support** via live chat or email.
2. **Complete and submit the Complaint Submission Form**, available as:
 - An **online form** [Insert link]
 - A **downloadable PDF/Word file** [Insert link]

Your complaint must include:

- Full name, address, and place of residence
- Account number (if applicable)
- Date of the complaint and disputed incident
- Description of the issue
- Any relevant documentation

The form is available in English and in the primary language of your site experience.

4. Complaint Handling Process

4.1 Initial Confirmation

- You will receive written confirmation of your complaint **within 2 business days** (for Responsible Gaming matters) or **within 1 week** (for all other matters).
- We will explain the processing steps and expected timeline for resolution.

4.2 Resolution Timelines

- **Responsible Gaming Complaints** (e.g., self-exclusion issues): Resolved within **5 business days**.
- **Other Complaints**: Resolved within **4 weeks**. In complex cases, this may be extended once by an additional **4 weeks**, with written notice.

4.3 Final Response

All complaints receive a **written final response** that includes:

- A reasoned explanation with evidence (if applicable), OR
- A valid reason why the complaint could not be handled (e.g., missing information)

If you are not satisfied, you will be informed of your right to escalate the complaint to an independent **Alternative Dispute Resolution (ADR)** provider.

5. Use of Artificial Intelligence (AI)

While AI may assist in general queries:

- **Human staff** will handle Responsible Gaming complaints and all **complex cases**.
 - AI communications are regularly monitored for fairness and consistency.
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6. Alternative Dispute Resolution (ADR)

If your complaint is not resolved to your satisfaction:

- You may escalate the matter to our independent **ADR provider** at **no cost to you**.
- ADR decisions are binding only if specified by the ADR entity.
- Once ADR is concluded, the complaint cannot be resubmitted to another ADR provider.

[Insert name and contact details of your ADR provider]

7. Your Rights

- You have the right to take **legal action** if dissatisfied with our or the ADR's decision.
- You may also report **regulatory breaches** or unethical behavior directly to the **Curaçao Gaming Authority**. However, note that the CGA **does not mediate individual complaints**.

CGA Website: [Insert link]

8. Record-Keeping & Reporting

We maintain full records of all complaints and report regularly to the CGA. Complaints and escalations to ADR or legal authorities are retained for up to five years or as required by law.

9. Reasons You May Complain

You may file a complaint related to (but not limited to):

- Deposit or withdrawal issues
 - Bonus terms and promotions
 - Account restrictions or closures
 - Responsible Gaming measures
 - Game fairness or malfunctions
 - Verification (KYC), AML, or data protection
 - Suspected fraud or regulatory violations
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10. Contact Us

For complaints or assistance, please contact:

- **Live Chat:** Available 24/7
- **Email:** [Insert support email]
- **Complaint Form:** [Insert links to online and downloadable form]

We are here to ensure your concerns are addressed promptly and fairly.