

Player Complaints Overview Report

Company Name:

TGI ENTERTAINMENT

NV

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

Report Date: 7/08/2026

Complaints Summary

Category		Number
Total number of complaints made		985
Total number of settled complaints (upheld and rejected);		892
Number of pending or unresolved complaints;		93
Number of complaints by category	1. Deposit issues	276
	2. Withdrawal issues	332
	3. Bonus terms and conditions	108
	4. Account closures or restrictions	38
	5. Alleged errors or unfairness in game outcomes	44
	6. Responsible gaming issues	6
	7. Treatment of player balances	72

	8. KYC and Verification	53
Number of complaints by category	9. Data Protection	0
	10. Technical or Software issues	55
	11. AML concerns	1
	12. Issues with minors	0
	13. Fraudulent games	0
	14. Fraudulent practices	0
	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.