

WoT N.V. Player Complaints Policy

Version 1.1 — July 2025

We are committed to ensuring that players have access to a regulated process for addressing complaints. This policy outlines the procedure for submitting a complaint and the conditions under which complaints are accepted and escalated in accordance with the requirements of the Curacao Gaming Authority (CGA) and Article 5.3 of the National Ordinance on Games of Chance (LOK).

1. Who Can Submit a Complaint

Only the registered account holder may submit a complaint. Complaints submitted by third parties, representatives, or on behalf of others will not be accepted under any circumstances.

2. How to Submit a Complaint

To be considered valid, a complaint must be submitted **exclusively via email**, available on our website in English. We do not accept complaints via chat, or social media as formal submissions.

To be processed, the form must include:

- Full legal name and residential address
- Registered account number
- Date of the complaint and the date of the disputed event
- Description of the issue
- Supporting documentation (e.g., screenshots, correspondence)

Complaints must be submitted within 180 days of the event in question. Submissions received after this deadline will be automatically dismissed as time-barred.

The form must be completed in **English only**. Submissions in other languages will not be accepted.

3. Complaint Handling Process

- We will acknowledge receipt of a valid complaint within **2 business days** (for responsible gaming matters) or **7 calendar days** (for all other matters).
- We aim to resolve responsible gaming-related complaints within **5 business days**.
- All other complaints will be reviewed and responded to within **4 weeks**, extendable once by an additional 4 weeks if further information or internal review is necessary.

The player must respond to any operator request for documentation or clarification within 7 days. Failure to provide timely or complete responses may result in the complaint being closed without resolution.

A final decision will be issued in writing. If the complaint is rejected, detailed reasons will be provided.

4. Escalation to Alternative Dispute Resolution (ADR)

If the player disagrees with the outcome, they may refer the complaint to an independent ADR provider, **only after receiving a formal final response** from the operator.

ADR is only available for monetary disputes **exceeding €100**. Non-monetary or low-value claims are not eligible for escalation.

Players may only escalate their case **once**. Submissions to multiple ADR providers will not be accepted. ADR decisions are **non-binding** for the operator unless agreed in writing.

5. The Role of the Curacao Gaming Authority (CGA)

The CGA is the supervisory authority for licensed operators in Curacao.

- The CGA **does not mediate** individual disputes.
 - Players may report potential breaches of license conditions.
 - CGA uses such reports for regulatory oversight and enforcement only.
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6. Record Keeping and Reporting

We retain all complaint records for up to **5 years** or as required by applicable laws. We report aggregated complaint data to the CGA on a semi-annual basis. **We reserve the right to provide complaint-related records to governmental, regulatory, or law enforcement authorities upon formal request or if legally required.**

7. Disclaimer

Submitting a complaint does not guarantee a favorable outcome. The resolution process may require significant documentation, internal review, and regulatory reporting. The burden of proof lies solely with the player.