

Evelnex B.V.

Player Complaints Policy

Version 2.0

1. Policy Purpose and Commitment

This policy outlines the framework for managing player complaints and disputes at Evelnex B.V. We are committed to a transparent, fair, and efficient resolution process that fully aligns with the requirements of Article 5.3 of the National Ordinance on Games of Chance (LOK).

Adherence to this policy is a regulatory requirement. Failure to comply will be addressed by the Curaçao Gaming Authority (CGA) in accordance with its monitoring and enforcement procedures.

This policy guarantees all players access to a straightforward and effective dispute resolution path. The Compliance Officer is responsible for supervising the execution of this policy.

2. Scope of Complaints

Players can submit a complaint regarding any aspect of their experience, including (but not limited to):

- Deposits, withdrawals, or fund management
- Bonus or promotion issues
- Account status (e.g., closures, verification)
- Game fairness or software issues
- Responsible Gaming concerns
- Account balances or discrepancies
- Know Your Customer (KYC) procedures
- Data protection and privacy
- Anti-Money Laundering (AML) concerns
- Alleged fraud or licensing concerns

3. How to Submit a Complaint

- **Timeframe:** Players may lodge a complaint within **six months** of the incident. For fixed-odds betting, this period begins after the event has been resolved.
- **Cost:** Submitting a complaint is **free of charge**.
- **Method:** Complaints must be submitted using the official complaint form, which is clearly linked on our website and in our Terms and Conditions. This form is available as an online submission or a downloadable Word/PDF document.
- **Submission:** Completed downloadable forms must be sent via email to the specific support email address for the relevant brand.
- **Required Information:** The complaint must include the player's name, address, account number, date of the complaint, a clear description of the issue, language preference, and any supporting documents.

4. Complaint Resolution Process

Step 1: Acknowledgement

Within **one week (7 days)** of receiving the complaint, we will send an acknowledgement confirming receipt. This communication will explain the resolution process and provide an estimated timeline.

Step 2: Resolution

- **General Complaints:** We will resolve most complaints within **four weeks (28 days)**. If the issue is complex and requires more time, this period may be extended once. We will provide written notice of any such extension.
- **Priority Complaints (Responsible Gaming):** Complaints related to responsible gaming are prioritized. We will do our utmost to attend to and resolve these complaints within **one business day**. If an extension is required (to a maximum of two weeks), we will communicate this to the player.

Step 3: Final Determination

Once a decision is reached, we will provide a final written determination. This document will clearly state the outcome and the reasons for it. If we require additional information to complete the investigation, we will request it.

5. Alternative Dispute Resolution (ADR)

If a player is unsatisfied with the "Final Determination" from our internal process, they have the right to escalate the dispute to an Alternative Dispute Resolution (ADR) provider, free of charge.

- **Interim Escalation:** Until a formal, CGA-certified ADR provider is announced, the final stage of escalation will be the **Director of Evelnex B.V.** The Director's decision in these matters will be considered final.
- **Formal ADR Process:** Once a CGA-certified ADR provider is contracted, their contact details will be included in all final determination communications and listed in our website Terms and Conditions.

6. Escalation to the Curaçao Gaming Authority (CGA)

Please note that the CGA does not mediate individual player disputes.

However, if a player believes a regulatory breach has occurred, they may contact the CGA directly via its official online form. We will state this clearly in our procedures and Terms and Conditions.

7. Record-Keeping and Reporting

- **Records:** Evelnex B.V. will maintain a detailed record of all complaints (resolved, unresolved, and escalated) for a minimum of **five years**.
- **Reporting:** Semiannual summary reports will be submitted to the CGA (by January 15 and June 15) detailing complaint volumes, outcomes, and any ADR/legal escalations. The CGA reserves the right to request access to these records at any time.

8. Policy Transparency

This complaint procedure will be made clearly visible on our website and included in our Terms and Conditions. This public information will include:

- Links to the complaint submission form.
- Clear details on complaint submission.
- Response and resolution timelines.
- The player's right to access ADR.
- The ADR process and contact details (once appointed).
- The CGA's role and its disclaimer regarding the mediation of individual disputes.

9. Version Control

The Company is committed to the continuous improvement of its policies to actively combat Money Laundering and the Financing of Terrorism. All revisions to this policy are tracked, and the Director must approve all changes.

Version	Date	Approved By
2.0	November 5, 2025	

For Approval