

Player Complaint Policy

We are committed to providing a fair and transparent experience for all users of our platform. This Complaints Policy applies to all players on our site. Players may lodge a complaint free of charge at any time up to six months of the settlement of the bet or the incident about which they are making a complaint.

Before submitting a complaint, make sure you messaged our customer support team via live chat.

Complaints must be submitted via email to our Customer Support team at support@fan-sport.com, and include the following details:

Full name and username

Registered email address

A detailed description of the issue with relevant dates, times, and transactions (if applicable)

We aim to acknowledge all complaints within 24 hours and provide a resolution or update within 5 business days. In complex cases, we may require additional time, and you will be informed accordingly.

If you are not satisfied with the resolution provided by our Support Team and you still believe that there should be another solution to the problem, you may request that the complaint be escalated to our Dispute Resolution Team. A final review will be conducted, and a conclusive decision will be communicated to you within 14 business days.

In the event that you remain unsatisfied with our final decision, you may escalate the matter to an independent dispute resolution body or the relevant gambling regulator (if applicable).

An official Complaint Submission Form is available to all players on our website.

Complaints can only be made by the registered player. The players are not allowed to sell, donated, rent out, lease, pawn or pledge, under any title, any of their claims. We take full responsibility regarding data protection of our players and can ensure that all communication related to complaints will be kept confidential. Abusive, offensive or frivolous complaints may be dismissed without a response.

The player has the right to make a complaint regarding any part of their relationship with the operator,

or any incident related to their participation in a game of chance. This includes (but is not limited to):

1. Deposit issues
2. Withdrawal issues
3. Bonus terms and conditions
4. Account closures or restrictions
5. Alleged errors or unfairness in game outcomes
6. Responsible gaming issues
7. Treatment of player balances
8. KYC and Verification
9. Data Protection
10. Technical or Software issues
11. AML concerns
12. Issues with minors
13. Fraudulent games
14. Fraudulent practices
15. License or regulation

CUSTOMER COMPLAINT FORM

Please complete the form below to submit your complaint. All fields marked with an asterisk (*) are mandatory. We will review your submission and respond within the specified timeframe in our Terms & Conditions.

COMPLAINANT INFORMATION

Full name: _____

Residential Address:

Street: _____

City: _____

State/Province: _____

ZIP/Postal Code: _____

Country: _____

Place of Residence (if different from above): _____

E-mail Address: _____

Phone Number: _____

ACCOUNT INFORMATION

Account number or username: _____

COMPLAINT DETAILS:

Date of disputed event: _____

Select the category that best describes your complaint:
(You may choose more than one, if applicable)

- ☐ Account Access Issues
- ☐ Incorrect Settlement of Bet
- ☐ Bonus or Promotion Dispute
- ☐ Withdrawal or Payment Delay
- ☐ Responsible Gambling Concern
- ☐ Customer Service Conduct
- ☐ Game or Technical Malfunction
- ☐ Other (please specify below)

DESCRIPTION OF THE ISSUE:

(Please provide a detailed explanation, including relevant dates, transaction IDs, and any supporting facts):

Please attach any relevant screenshots, emails, or transaction records.

By submitting this form, I declare that all information provided is true and accurate to the best of my knowledge.

Signature



(SMES) Solutions for Management and Employment Support N.V.

Managing Director

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