

BETSEN PLAYER COMPLAINTS POLICY

This policy establishes a fair, transparent, and efficient complaints process, fully compliant with the Curaçao Gaming Authority (CGA) License Conditions (Clauses 3–9), incorporating industry best practices and BETSEN's own standards to protect player rights. Adherence to this Complaints Policy is considered a requirement under the National Ordinance on Games of Chance (LOK). Failure to comply will be addressed by the CGA in accordance with its supervision, monitoring, and enforcement procedures. In accordance with Article 5.3 of the LOK, further rules, policies, and guidelines regarding complaints and ADR processes may be established.

Applies to all BETSEN account holders and covers complaints related to:

- Game integrity and fairness
- Account management and access
- Deposits, withdrawals, payment delays
- Bonuses, promotions, or loyalty programs
- Responsible gaming and player protection
- Technical or customer support issues
- Privacy/data governance

The operator's player complaints policy must be clearly included or referenced in the operator's Terms and Conditions. It must include details of all stages of Complaint Resolution (Clause 3.2). BETSEN may also publish this policy as a standalone document, linking it from the homepage and/or registration page. Furthermore, acceptance of the Complaints Policy may be incorporated into the registration process or confirmed by players via tick box, popup, or email.

- Complaint: Any expression of dissatisfaction by a registered player regarding BETSEN's services.
- Dispute: A complaint unresolved after BETSEN's internal process and escalated to ADR or CGA.

Players may submit complaints through:

- Email: ceo@betssen.com
- Live chat: 24/7 support

Required Details: Full name, account ID, email, occurrence date, detailed description, and supporting documentation (screenshots, transaction IDs, etc.).

- Acknowledgement: Within 24 hours of receipt.
- Investigation & Response:
 - Responsible gaming matters: resolved within 5 business days.
 - All other complaints: addressed within 14 calendar days.
- Final Resolution Notice: Communicated in writing (email/online).

If not resolved satisfactorily, players will be informed they may escalate to:

1. A CGA-approved ADR provider (free to the player; binding upon agreement).
2. The Curaçao Gaming Authority complaints portal.
3. National or local courts, without restricting player rights.

Complaints should be submitted within 6 months of the incident. Exceptions apply for vulnerable players.

All complaints, correspondence, investigation notes, outcomes, and closure documentation are retained for 5 years. Quarterly reports are submitted to CGA, detailing:

- Total complaints received
- Resolved and pending cases
- ADR referrals and outcomes
- Player legal actions

This policy undergoes annual review or earlier if required. Senior management and the Board receive regular summaries.

- Complaint process described on the website with prominent links.
- Assistance available for vulnerable players (language support, alternative formats).
- Public and internal versions (PDF/Word) available upon request.

BETSEN explicitly states no adverse action will be taken against any player for submitting a complaint in good faith.

In accordance with CGA guidelines version 1.1, operators must upload this policy to the CGA portal no later than July 31, 2025.

By: Director of Great BDG Randon Entertainment N.V.

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

Date: 22/07/2025

Signature:

A handwritten signature in blue ink, consisting of a stylized 'S' followed by a horizontal line and a small flourish.