

## Dispute Resolution Policy

The Company aims to provide an unparalleled customer experience. In the event of a complaint or dispute, we kindly ask you to follow the steps outlined below.

The term “Company”, “we”, “us” and “our” in this Dispute Resolution Policy refers to Violet Fortune Tech Limited N.V. (a company incorporated in Curaçao with company number 158923, with its registered office at Dr. H. Fergusonweg 1, Curaçao). The term “you” in this Dispute Resolution Policy refers to you.

This Dispute Resolution Policy forms part of the User Agreement (as defined in the Terms of Service) and should be read in conjunction with the Terms of Service, Privacy & Management of Personal Data, Responsible Gaming, and other related policies.

### 1. Definitions

For the purposes of this Dispute Resolution Policy:

- **Complaint:** A written expression of dissatisfaction by you relating to our services, decisions, terms, or conduct, which indicates you are unhappy and expect a response or resolution.
- **Dispute:** A complaint that has not been resolved to your satisfaction through our internal complaints process and has been escalated, either internally or to an independent third party such as an alternative dispute resolution (ADR) provider or court of law.

### 2. Complaint Submission Process

#### 2.1 Complaint Window

You may lodge a complaint free of charge at any time up to six (6) months after the bet settlement or conclusion of a specific event which you are making a complaint about.

Complaints must be made by you, a registered KKPoker Account (as defined in the Terms of Service) holder, and you are not allowed to sell, donate, rent out, lease, pawn, or pledge, under any title, any of your claims against us, to third parties.

#### 2.2 Stages/Escalation of Complaint Resolution

1. To initiate a complaint, you must contact our customer support via email at [info@kkpoker.net](mailto:info@kkpoker.net) with a completed Complaint Submission Form [\[Link to Complaint Submission Form\]](#) (Complaint Submission Form) for processing.
2. We may request supporting documentation, such as screenshots or evidence, that is relevant to resolving the complaint.
3. We will review and resolve your complaint in accordance with the timelines as stipulated in Clause 3 below.

4. If you are dissatisfied with our resolution, you may escalate to an independent ADR provider free of charge (detailed in Clause 4 below).

### **2.3 Role of the Curacao Gaming Authority (CGA)**

The CGA does not resolve or decide on individual player complaints regarding gambling-related transactions on our website. The CGA cannot review or overturn decisions made by us or ADR providers, except in cases of inadequate handling.

You may contact the CGA directly with regards to matters including but not limited to malpractice, breach of license conditions or whistleblowing.

Whilst the CGA does not mediate in individual disputes, it will use the information to support its supervisory and enforcement actions.

## **3. Complaint Resolution Timelines**

### **3.1 Responsible Gaming Complaints**

Complaints related to responsible gaming (e.g., cool-off, self-exclusion, deposit limit, session limit) are prioritized. We aim to resolve these within five (5) business days.

If more time is needed for us to process your complaint, you will be informed of the delay accordingly, which will not exceed two (2) weeks. The delay period may be extended for a further two (2) weeks if a delay is due to a lack of or a slow response from you.

Within two (2) days of receipt, we will confirm receipt of the complaint in writing, provide an explanation of how the complaint will be processed, and provide notice of the average timeline for resolution of your complaint.

### **3.2 All Other Complaints**

We will assess and respond within four (4) weeks. This may be extended once by an additional four (4) weeks if the matter is complex or if information is lacking, with prior written notice to you.

Within one (1) week of receipt, we will confirm receipt of the complaint in writing, provide an explanation of how the complaint will be processed, and provide notice of the average timeline for resolution of your complaint.

### **3.3 Response and Resolution**

You will receive a final determination of your complaint in writing. Our response will be either (a) an assessment of the outcome with supporting evidence if necessary or applicable, or (b) our reasons for not handling the complaint.

#### **4. Alternative Dispute Resolution** *[NB: to be supplemented once agreement with ADR is in place]*

If you are not satisfied with our response or the resolution of the dispute, you may bring the matter to the following independent ADR provider for further resolution free of charge: *[\*Name of ADR service provider]* (accessible at: *[\*]*). By using our services, you agree that the decision made by the ADR provider will be considered final and binding. You further agree that once the ADR process is completed, it cannot be recommenced with another ADR provider.

If you drop out after the ADR begins, you agree that you cannot resurface the dispute in the future.

#### **5. Record-Keeping and Reporting**

We maintain records of all unresolved complaints and/or complaints that have been escalated to ADR or legal proceedings for the lesser of five years or the relevant time stipulated by data protection, statute of limitations or other relevant laws or guidelines of Curacao.

We are also required to submit biannual reports to the CGA on January 15 and June 15 each year, based on the complaints submitted to us since the previous reporting period by registered KKPoker Account holders using the Complaint Submission Form.

The CGA reserves the right to request, at any time, access to records of complaints received by us as well as any disputes that are pending resolution.

ADR providers will have their own reporting requirements in accordance with separate ADR policy issued by the CGA.

If you require further information, please contact our customer support at [info@kkpoker.net](mailto:info@kkpoker.net).

Last Updated: *[July, 2025]*



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

Managing Director

Date: 31.07.2025

# KKPoker Complaint Submission Form

## Instructions

Complete all required fields (\*) below. This Complaint Submission Form is for submitting official complaints by a registered KKPoker Account (as defined in the Terms of Service) holder. Complaints must be submitted by you, as the registered KKPoker Account holder, within six (6) months after the bet settlement or conclusion of the specific event which you are making a complaint about. You may attach supporting documentation if relevant.

The completed Complaint Submission Form shall be emailed to [info@kkpoker.net](mailto:info@kkpoker.net).

Once submitted, we will acknowledge receipt within the timelines specified in our Dispute Resolution Policy.

## Section 1: Player Details

Full Name\*

Address\*

Place of Residence\*

Email\*

KKPoker ID\*

## Section 2: Description of the Complaint

Date of Incident\*

(DD/MM/YYYY)

Complaint Category\*

(Choose one or more  
from the options)

- |                          |                                               |
|--------------------------|-----------------------------------------------|
| <input type="checkbox"/> | Deposit issues                                |
| <input type="checkbox"/> | Withdrawal issues                             |
| <input type="checkbox"/> | Bonus terms and conditions                    |
| <input type="checkbox"/> | Account closures or restrictions              |
| <input type="checkbox"/> | Alleged errors or unfairness in game outcomes |
| <input type="checkbox"/> | Responsible gaming issues                     |
| <input type="checkbox"/> | Treatment of player balances                  |
| <input type="checkbox"/> | Identity verification                         |
| <input type="checkbox"/> | Data protection                               |
| <input type="checkbox"/> | Technical or software issues                  |
| <input type="checkbox"/> | Anti-Money Laundering concerns                |
| <input type="checkbox"/> | Issues with minors                            |
| <input type="checkbox"/> | Fraudulent games                              |
| <input type="checkbox"/> | Fraudulent practices                          |
| <input type="checkbox"/> | License or regulation                         |

- ☐ Unfair terms and conditions  
☐ Other (*please specify*):

**Description of the Complaint\***

(Provide a summary of the incident or complaint)

**Requested Resolution**

(Please state the resolution being sought)

**Additional Information**

(Provide any additional information you believe may be relevant to this complaint)

**Section 3: Supporting Documentation**

(Attach relevant supporting documents to this Complaint Submission Form)

**Section 4: Declaration and Submission**

I hereby confirm that the information provided by me is accurate and complete to the best of my knowledge, and I understand that providing false or misleading information may result in the rejection of my complaint. I understand that this complaint will be processed in accordance with the Dispute Resolution Policy and Curacao Gaming Authority's Player Complaints Policy Guidelines. I am the registered KKPoker Account holder of the account referenced in this complaint and confirm that I have not and will not sell, donate, rent out, lease, pawn, or pledge, under any title, any of my claims against the operator to any third party.

**Signature\***

**Signature Date\***

(MM/DD/YYYY)

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