

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.

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)

- | | |
|--------------------------|---|
| ☐ | Deposit issues |
| ☐ | Withdrawal issues |
| ☐ | Bonus terms and conditions |
| ☐ | Account closures or restrictions |
| ☐ | Alleged errors or unfairness in game outcomes |
| ☐ | Responsible gaming issues |
| ☐ | Treatment of player balances |
| ☐ | Identity verification |
| ☐ | Data protection |
| ☐ | Technical or software issues |
| ☐ | Anti-Money Laundering concerns |
| ☐ | Issues with minors |
| ☐ | Fraudulent games |
| ☐ | Fraudulent practices |
| ☐ | 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)
