

Curaçao Alternative Dispute Resolution Entity (CADRE)

ORDER FORM FOR SERVICES

By this Agreement the Operator submits to the alternative dispute resolution of the Curaçao Alternative Dispute Resolution Entity (CADRE), operated by CADRE B.V., a private limited liability company registered under the laws of Curaçao under registry number 165229 with registered address at Scharlooweg 39, Willemstad, Curaçao (hereinafter referred to as "CADRE" or "we") and the Client (hereinafter referred to as "the Operator", together referred to as "the Parties").

CADRE is a certified ADR by the Curaçao Gaming Authority under certificate number CGA/ADR/2025/01. CADRE serves to resolve disputes between customers of gambling operators licensed in Curaçao. The services of CADRE constitute a dispute resolution according to the Curaçao ADR Policy.

By accepting the services of CADRE, the operator submits to the rules of procedure as currently published on the company website. The fees are detailed in the below fee table.

OPERATOR DETAILS	
Company Name	PELICAN ENTERTAINMENT B.V.
Registration Number	134359
REGISTERED CONTACTS	
Street, No.	17-C, Seru Loraweg
Town, Post Code	Town: Willemstad, Post Code: None
Country	Curacao
INVOICING ADDRESS (If Different)	
Street, No.	Same as above
Town, Post Code	Same as above
Country	Same as above
Names & Contacts of contact person in Legal or Customer care department (phone number direct line and email)	1) Roy Garza phone number: +35799087206 Email: admin-security@melbet.com 2) 3)
No. and type of Licenses held by Operator	License No. OGL/2024/561/0554

Provision of Services

Provision of Services on Subscription starting on (please state date of commencement of services below)

May 22, 2026

The agreement is valid for 1 year from the commencement date and is renewed automatically for further yearly periods unless either party notifies the other party about their intention to not renew prior to the upcoming renewal date.

With the commencement of services, the Licensee is allowed to inform the CGA accordingly and to announce on the relevant websites about the offering of the services of CADRE to their online customers, and similarly the same process can be followed for notification in other jurisdictions.

Licensees publicly claiming to offer the CADRE service without a valid subscription will incur a penal fee equivalent to two annual subscription fees and will be reported to the relevant authorities.

CADRE will provide the CGA regularly with a list of all licensees which have subscribed to the services in compliance with the ADR Policy.

B2C Operators are required to implement a Disputes Procedure. This procedure should clearly explain to the Player when and how to take a dispute to the ADR. We recommend adjusting the Terms and Conditions accordingly and to use a clause similar to the example given below.

Should a Player feel that the dispute was not resolved to his satisfaction, the Player can refer the dispute to CADRE. CADRE is an independent alternative dispute resolution entity. The dispute resolution procedure at CADRE is free of charge for the Player independent of the outcome.

Decisions of CADRE are binding upon Operator and Player. The procedure before CADRE does not restrict or prejudice the Player's right to bring proceedings against the Operator in any court of competent jurisdiction

The annual subscription fee and/or the hourly fees are detailed in the current fee schedule. They are accepted by entering into this agreement.

The Service Agreement between the Parties consists of this Order Form and CADRE's Rules Of Procedure, a copy of which you have received with this form (please check regularly for any updates on <https://cadre.online/rules-of-procedure/>)

This Service Agreement, including any incorporated Rules of Procedure, constitutes the entire agreement between the Parties with respect to its subject matter and supersedes all prior or contemporaneous agreements, understandings, or representations, whether written or oral.

The Operator is required to submit the following documents together with the signed Order Form:

- ☐ Copy of Operator's Terms and Conditions including reference to CADRE for dispute resolution
- ☐ Copy of the Operator's Dispute Resolution Procedure (if applicable)



Date: 22/05/2026

The Operator

Signature: _____

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

Job Title: Director

Signature: _____

Name: _____

Job Title: _____

CADRE

Signature: _____

Name: John Micallef

Job Title: CEO

Signature: _____

Name: _____

Job Title: _____

Fee schedule 2025

Deluxe Package – The below table outlines the fees to be applied for the total cases received during a 12-month subscription period:

<u>Disputes Range</u>	<u>Fee to be charged per dispute</u>
First 25 cases	€ 175 per dispute
Second 25 cases	€ 160 per dispute
Third 25 cases	€ 150 per dispute
Any amount of subsequent cases	€ 140 per dispute

An initial deposit of €5,000 will be charged at the start of the subscription, and the remaining payment or refund amount settled after confirmation of the total amount of disputes during that 12-month period.

For internal use only (To be completed by CADRE)

Received on		Reference Number	
Accepted by		Client Number	