

Complaints Handling Policy - ENVISION DIGITAL N.V.

1. Purpose of the Policy

The primary objectives of this Complaints Handling Policy are to:

- Provide a clear and straightforward process for lodging complaints.
- Resolve complaints promptly and impartially.
- Use feedback to improve our services and enhance player satisfaction.

2. Scope of the Policy

This policy applies to all complaints related to:

- Account management, deposits, or withdrawals.
- Technical issues with games or the platform.
- Disputes over bonus terms, game outcomes, or account activity.
- Customer service interactions.

3. Submitting a Complaint

a. Initial Complaint Submission

- Players can submit complaints through the following channels:
 - **Email:** Send detailed complaints to complaints@coinplay.com.
- Complaints must include:
 - Player's full name and account username.
 - A detailed description of the issue, including relevant dates and screenshots if applicable.
 - Any previous communication related to the issue.

b. Acknowledgment

- Once a complaint is submitted, the player will receive an acknowledgment within **24 hours**, confirming that the complaint has been received and is under review.

4. Complaint Resolution Process

a. Initial Review

- Complaints are reviewed by our support team within **10 business days**.
- The review will involve investigating the issue, verifying account activity, and consulting relevant internal records.

b. Escalation

- If the issue cannot be resolved by the initial support team, it will be escalated to a senior manager or the Complaints Resolution Team for further investigation.
- Players will be notified of the escalation and provided with an expected resolution timeframe.

c. Resolution Timeframe

- Our goal is to resolve all complaints within **30 business days**.
- Complex cases may require additional time; in such cases, players will be informed of the reason for the delay and updated on progress.

5. Outcome Communication

- Players will be notified of the outcome via email or their preferred contact method.
- The communication will include:
 - A summary of the investigation.
 - The final decision and reasoning behind it.
 - Steps taken to resolve the issue, if applicable.

6. External Dispute Resolution

If a complaint remains unresolved or if the player is unsatisfied with the final decision, they may seek independent resolution through an external body.

- We are a member of an Alternative Dispute Resolution (ADR) provider approved by our licensing authority. Contact details for the ADR provider will be provided upon request.
- Players may also contact our licensing authority for unresolved disputes if required by applicable regulations.

7. Record Keeping

- All complaints, investigations, and outcomes are documented and retained for a minimum of **5 years**, in compliance with regulatory requirements.
- These records are used to monitor and improve our service quality and identify areas for development.

8. Feedback and Continuous Improvement

We value feedback from complaints as an opportunity to improve our platform and services.

- Regular reviews of complaints data are conducted to identify recurring issues and implement corrective actions.

- Player feedback is integral to our continuous improvement initiatives.

10. Policy Updates

This Complaints Handling Policy is reviewed regularly to ensure compliance with regulations and alignment with industry best practices. Any updates to this policy will be communicated to players via our website.

At coinplay.com, we are dedicated to resolving your concerns with fairness and efficiency. If you have any questions or require assistance, please contact our support team at support-en@coinplay.com.