

**Company name**  
**Reporting period**

Magic Stones N.V. (company number: 155186)  
January 1, 2026 - June 15, 2026

| Complaint type                                | Total opened | Total closed | Total pending |
|-----------------------------------------------|--------------|--------------|---------------|
| Account closures or restrictions              | 0            | 0            | 0             |
| Alleged errors or unfairness in game outcomes | 0            | 0            | 0             |
| AML concerns                                  | 0            | 0            | 0             |
| Bonus terms and conditions                    | 0            | 0            | 0             |
| Data protection                               | 0            | 0            | 0             |
| Deposit issues                                | 0            | 0            | 0             |
| Fraudulent games                              | 0            | 0            | 0             |
| Fraudulent practices                          | 0            | 0            | 0             |
| Issues with minors                            | 0            | 0            | 0             |
| KYC and verification                          | 0            | 0            | 0             |
| License or regulation                         | 0            | 0            | 0             |
| Responsible gaming issues                     | 0            | 0            | 0             |
| Technical or Software issues                  | 0            | 0            | 0             |
| Treatment of player balances                  | 0            | 0            | 0             |
| Unfair terms and conditions                   | 0            | 0            | 0             |
| Withdrawal issues                             | 0            | 0            | 0             |

[illegible]