

Player Complaints and Resolution Report 2025

Report period from 1 July 2025 - 31 December 2025

Account closures or restrictions		
Total number of complaints received		211
Number of complains closed		211
Number of complaints still pending		0
Alleged errors or unfairness in game outcomes		
Total number of complaints received		209
Number of complaints closed		209
Number of complaints still pending		0
AML concerns		
Total number of complaints received		0
Number of complaints closed		0
Number of complaints still pending		0
Bonus terms and conditions		
Total number of complaints received		854
Number of complaints closed		854
Number of complaints still pending		0
Data Protection		
Total number of complaints received		0
Number of complaints closed		0
Number of complaints still pending		0
Deposit issues		
Total number of complaints received		1098
Number of complaints closed		1098
Number of complaints still pending		0
Fraudulent games		
Total number of complaints received		0
Number of complaints closed		0
Number of complaints still pending		0
Fraudulent practices		
Total number of complaints received		0
Number of complaints closed		0
Number of complaints still pending		0

Issues with minors		
Total number of complaints received		0
Number of complaints closed		0
Number of complaints still pending		0
KYC and Verification		
Total number of complaints received		372
Number of complaints closed		372
Number of complaints still pending		0
License or regulation		
Total number of complaints received		0
Number of complaints closed		0
Number of complaints still pending		0
Responsible gaming issues		
Total number of complaints received		265
Number of complaints closed		265
Number of complaints still pending		0
Technical or Software issues		
Total number of complaints received		232
Number of complaints closed		232
Number of complaints still pending		0
Treatment of player balances		
Total number of complaints received		0
Number of complaints closed		0
Number of complaints still pending		0
Unfair terms and conditions		
Total number of complaints received		37
Number of complaints closed		37
Number of complaints still pending		0
Withdrawal issues		
Total number of complaints received		584
Number of complaints closed		584
Number of complaints still pending		0

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