



Player Complaint Handling Procedure for K8.io

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Player Complaint Handling Procedure

1. Complaint Reception

- Channels:
 - Contact Online Customer Service (Customer service will provide the Online Complaint Submission Form)
 - Download the Online Complaint Submission Form, fill it out completely, and email it to: cs@mail-k8.io
- Required Information:
 - Name, Address, K8 Account Name
 - Details of the Complaint (Date, Incident Details etc.)
 - Supporting Evidence (Screenshot, Transaction Record etc.)
 - Reply-to Email Address

2. Complaint Handling Response

- Categorized Handling:
 - Responsible Gambling Issues → Response in 2 days.
 - General Complaint Issues (Deposit/Withdraw Issues, Bonus or its terms, Account Closure, game fairness or technical errors, ID Verification (KYC) or Anti-money Laundering (AML) issues, Fraud or underage access, data protection issues, and regulatory compliance matters) → Response in 7 days.
- Response Content:
 - Confirmation of Receipt
 - Complaint Procedure Overview
 - Estimated Timeframe for Resolution (refer to Handling of Results)



3. Follow Ups

- Further communication with the player may be carried out to collect additional details, depending on the issue.
- The faster the player responds, the shorter the overall process will be.
- Customer service must record the time and content of each round of communication to ensure the completeness of information.
- Resolution Timeframe
 - Responsible Gambling Issues: The issue should be resolved within 5 business days, but the timeframe may be extended up to a maximum of 4 weeks if necessary.
 - Other Issues: Resolution within 7 business days, extendable up to 8 weeks with prior notice.

4. Handling of Results

- Customer service will provide the final conclusion and a detailed explanation via email.
- If the player does not agree with the resolution, customer service will guide them to proceed with the Alternative Dispute Resolution (ADR) process.◦

5. Record Management and Oversight

- Complaint records must be properly documented, archived, and retained for no less than 5 years.
- Complaint data shall be submitted to the CGA in accordance with regulatory requirements for biannual reporting.

6. Consistency of Internal Procedures

- Complaint handling must comply with policy requirements, with operational practices aligned to facilitate regulatory review.



Process Steps	Description	Timeline	Responsible Party
1. Complaint Submission	Submit online via the customer service system or send an email to cs@mail-k8.io	Submit within 6 months of the incident.	Player
2. First Response	Upon receiving the complaint, customer service will acknowledge receipt, advise whether any supplementary information is needed, and provide an estimated resolution timeframe.	Responsible Gambling Issues: within 2 business days; Others: within 7 business days.	Customer Support
3. Follow Ups	Customer service may engage in multiple rounds of communication with the player to gather additional information and ensure a clear understanding of the issue.	Based on the player's response, the complaint details should be clarified within 3 days.	Customer Support & Player
4. Complaint Outcome Response	The final resolution will be provided in writing and delivered via email. In the event that the issue is not resolved to the player's satisfaction, customer service shall guide the player to initiate the Alternative Dispute Resolution (ADR) process.	Responsible Gambling Issues: within 5 business days; General Issues: within 7 business days (up to 8 weeks for complex cases).	Customer Support
5. Documentation and Archiving	All complaint records shall be preserved for a minimum of five years and included in periodic reports submitted to the relevant regulatory authority in accordance with compliance requirements.	Complaint data shall be preserved on an ongoing basis and reported every six months in accordance with regulatory requirements.	Company Compliance Department



1. 投诉接收

- 渠道：
 - 联系在线客服(由在线客服提供在线投诉提交表)
 - 下载玩家在线投诉提交表，填写后邮件至 cs@mail-k8.io
- 所需信息：
 - 全名、地址、账号
 - 投诉说明（日期、事件描述等）
 - 相关凭证（截图、交易记录等）
 - 接收回复的邮箱

2. 投诉响应

- 分类处理：
 - 负责任博彩类问题 → 2个工作日内回复
 - 一般投诉问题(存款/取款问题、奖金或其条款、账户关闭、游戏公平性或技术错误、身份验证（KYC）或反洗钱（AML）问题、欺诈或未成年人访问、数据保护问题、法规合规问题) → 7个工作日内回复
- 回复内容包括：
 - 收到确认
 - 投诉流程简介
 - 预计解决时间范围(参考结果处理项目)

3. 过程跟进

- 客服根据问题性质，适当与玩家多轮沟通，获取额外信息。
- 玩家回复越快，整体流程越短。
- 客服需记录每轮沟通时间与内容，确保信息完整。
- 处理时限

- 负责任博彩投诉：5个工作日内解决，可延长至总共4周。
- 其他投诉：7个工作日内解决，可延长至8周（需提前通知）。

4. 结果处理

- 客服以邮件回复结论及说明。
- 如玩家不同意，引导其进入 ADR流程。

5. 档案管理与监管

- 投诉需记录并归档，保存不少于 5年。
- 投诉数据需按要求提交 CGA 进行半年一次的报告。

6. 内部流程一致性

- 投诉处理流程遵守政策规定，实际操作与政策条款一致，方便监管检查。

步骤	说明	时间节点	责任方
1. 提交投诉	通过客服系统在线提交 或发送邮件至cs@mail-k8.io	事件发生后6个月内提交	玩家
2. 首次回复	客服确认收到，告知是否需补充资料及预计解决时间范围	负责任博彩：2个工作日内； 其他：7个工作日内	客服
3. 跟进沟通	多轮沟通补充信息，确保问题清楚	依据玩家回复情况，3天内确认清楚投诉信息	客服&玩家
4. 结果反馈	给出书面处理结果，透过邮件发送； 未解决可引导申请 ADR	负责任博彩：5个工作日内； 一般问题7个工作日内（ 复杂问题最多8周）	客服
5. 记录归档	保存投诉记录不少于 5年，并定期提交监管报告	持续保存及半年报告	公司合规部门

附件一：玩家在线投诉提交表-CN

请填写以下信息，我们将尽快处理您的投诉。所有信息将严格保密，仅用于投诉调查处理。

一、账号信息

账号 _____

注册邮箱 _____

其他联系邮箱（如注册邮箱已无法使用，请务必填写，我们将通过此邮箱回复您的投诉结果） _____

二、投诉基本信息

投诉事件日期 ____年__月__日

投诉内容说明 _____

您期望的解决方式 _____

☐ 是 ☐ 否

是否已联系客服？如“是”，请简述沟通情况：

三、附件说明（请随本投诉提交表一并发送）

请附上相关凭证以协助我们处理投诉，例如：

- 截图（交易失败、游戏错误、客服记录等）
- 交易或转账记录
- 与本投诉有关的通信邮件（如有）
- 其它相关信息



格式支持: jpg, png, pdf, doc, zip

单封邮件大小建议不超过 10MB

本人确认上述信息属实, 并同意平台依据《玩家投诉政策》进行处理。

☒ 我同意

全名:

地址:

提交日期: ____年____月____日



附件二： Online Complaint Submission Form- EN

Please fill out the following information. We will handle your complaint as soon as possible. All information will be kept strictly confidential and used only for the purpose of complaint investigation and resolution.

1、 Account Information

Account _____

Registered Email Address _____

Other Contact Email Address _____
(If the registered email is no longer accessible,
please be sure to provide another. We will send the
result of your complaint to this address.)

2、 Basic Complaint Informaion

Date of Incident YYYY/MM/DD

Description of
Complaint _____

Preferred Resolution _____

Have you contacted customer service? ☐ Yes ☐ No
If "Yes", please briefly describe the communication:

3、 Attachment Description (Please submit together with this complaint form)

Please attach relevant evidence to assist us in handling your complaint, such as:

- Screenshots (transaction failure, game errors, customer support records, etc.)

- 
- Transaction or transfer records
 - Emails related to this complaint (if any)
 - Other relevant information

Supported file formats: jpg, png, pdf, doc, zip

Recommended maximum size per email: 10MB

I confirm that the above information is true and agree that the platform will handle it in accordance with the "Player Complaint Policy.

☒ I agree

Full name:

Address:

Date of submission: YYYY/MM/DD



附件三：客服回应范本-CN

尊敬的玩家，您好：

感谢您联系平台客服，我们已收到您于【__年__月__日】提交的投诉内容，相关信息正在由专人进行审核。

以下是您的投诉基本信息（供您确认）：

账号：_____

投诉类型：_____

投诉内容简述：_____

投诉编号：[CPL-A30G1R24]（请保留此编号以便后续查询）

处理流程说明：

我们将根据《玩家投诉政策》进行审核，并在合理时间内给出书面回复：

如您的投诉与负责任博彩有关，我们将在2个工作日内完成初步审查，并争取在5个工作日内给出处理结果（特殊情况最多不超过4周）。

其他类型投诉，我们将在7个工作日内处理完毕（如需延长处理时间，我们会另行通知）。

 补充材料提醒（如有）：

若您尚未提供截图、交易凭证、通讯记录等相关资料，建议尽快通过邮件补充，以免延误审核进度。

如有任何问题，您也可随时回复此邮件或通过在线客服与我们联系。感谢您的耐心与配合。

客服团队

cs@mail-k8.io



附件四： Customer Support Response Template- EN

Dear Valued Player,

Thank you for contacting platform customer support. We have received your complaint submitted on [YYYY /MM/DD], and the related information is currently under review by a dedicated specialist.

Below is your basic complaint information (for your confirmation):

Account: _____

Complaint Type: _____

Complaint Summary: _____

Complaint Number: [CPL-A30G1R24] (Please keep this number for future reference)

Processing Procedure Explanation:

We will review your complaint according to the "Player Complaints Policy" and provide a written response within a reasonable timeframe.:

If your complaint relates to responsible gambling, we will complete an initial review within 2 business days and strive to provide a resolution within 5 business days (in special cases, this may be extended up to 4 weeks).

For other types of complaints, we will complete the process within 7 business days (if an extension is needed, we will notify you separately).

Supplementary Information Reminder (if any): If you have not yet provided screenshots, transaction proofs, communication records, or other relevant documents, we recommend submitting them promptly via email to avoid delays in the review process.

If you have any questions, please feel free to reply to this email or contact us via online customer service. Thank you for your patience and cooperation.

Customer Support Team

cs@mail-k8.io

