

DISPUTE RESOLUTION POLICY

Vesion 01

23 July 2025

Unlimited Solutions B.V. (hereinafter - “Betunlim”, “Operator”) introduces the following dispute resolution policy for its clients/players/customers:

Complaints - types

There are 2 types of complains:

1. Responsible Gaming Complaints

Complaints related to responsible gaming are prioritized due to potential impacts on player well-being. Complaints are categorized as related to responsible gaming in any case when it regards targeting of Vulnerable Players, the availability and/or timely implementation of self-exclusion and/or cooling-off and the mandated consequences therein as outlined in the Responsible Gaming policy.

2. Other Complaints

All the other complaints that may arise in course of Betunlim business.

The player has the right to make a complaint regarding any part of their relationship with Betunlim, or any incident related to their participation in a game of chance. This includes (but is not limited to):

1. Deposit issues
2. Withdrawal issues
3. Bonus terms and conditions
4. Account closures or restrictions
5. Alleged errors or unfairness in game outcomes
6. Treatment of player balances
7. KYC and Verification
8. Data Protection
9. Technical or Software issues
10. AML concerns
11. Issues with minors
12. Fraudulent games

13. Fraudulent practices

14. License or regulation

15. Unfair terms and conditions

Complaints - when to file in

Players may lodge a complaint free of charge at any time up to six months of the settlement of the bet or the incident about which they are making a complaint.

Procedure

Should the client wish to make a complaint regarding the Services, he/she must:

- contact Customer Support Service via e-mail: support@betunlim.com.

Betunlim provides its customers with a special form, which includes:

- Name
- Surname
- Residential address
- Contact details
- Account number
- Date of disputable events
- Description of the conduct being disputed
- Attachments: Screenshots/copies of the documents/other evidence (if necessary).

Customer Support Service receives applications filled in other manner as stated below, but they will not be considered as complaints.

Within two days of receiving a complaint, Betunlim will:

- Confirm receipt of the complaint in writing.
- Provide an explanation of how the complaint will be processed.
- Provide notice of the average timeline for resolution of such complaints.

3. The Customer Support services give the reply within 4 weeks (in case of Responsible Gaming Complaints - 5 business days). If additional checking (including the necessity to address to a third party) is necessary, the Customer Support team may prolong this period notifying the Client for another 4 weeks.

If a delay is due to a lack of or a slow response from the player, the resolution period may be extended by no more than a further two weeks. In any case the whole procedure may not be longer than 10 weeks since the complaint is submitted.

Should the complainant not provide the necessary information within that time period, the operator may reject the complaint.

If there is a dispute arising from the Terms of Use which cannot be resolved by Customer Support team, the client can request that the matter be addressed by a manager or supervisor.

Betunlim is in process of introduction of alternative dispute resolution (ADR).

Response and Resolution

A player will always receive a final determination of their complaint in writing.

The response will be either:

1. A reasoned final assessment of the outcome/resolution of the complaint with supporting evidence if necessary or applicable.
2. Detailed reasons for not handling the complaint. If additional information is reasonably required to address the complaint fully, the operator must have requested this information within the initial four week time period.
3. If the player is unsatisfied with the resolution and makes a further complaint to that effect, the player is informed that they may escalate the matter to an independent ADR entity when the relevant procedure is introduced. In any case the player can not address ADR before receiving final reply to his/her complaint from Betunlim.

Discrepancies between Client's display and Betunlim's server

The Client acknowledges that our random number generator will determine the outcome of the games played through the Services and the client accepts the outcomes of all such games. The client further agrees that in the unlikely event of a disagreement between the result that appears on the screen and the game server used by Betunlim, the result that appears on the game server will prevail, and the client acknowledges and agrees that our records will be the final authority in determining the terms and circumstances of the client's participation in the relevant online gaming activity and the results of this participation.

Events Outside our Control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under the Terms of Use that is caused by events outside our reasonable control, including (without limitation) any telecommunications network failures, power failures, failures in third party computer (or other) equipment, fire, lightning, explosion, flood, severe weather, industrial disputes or lock-outs, terrorist activity and acts of government or other competent authorities (a "Force Majeure Event").

Curacao Gaming Authority (CGA)

We inform the clients that Curacao Gaming Authority (CGA) will not resolve or make decisions on any player complaints regarding gambling related transactions, though the client may certainly address CGA if he/she has important information to handle.

Legal Aspects

Legal relations between the Client and Betunlim are a subject to the laws of Curacao. The place of performance of all obligations for betting and gaming, as well as at the appropriate bets, is Curacao. Betunlim states explicitly that bet placement and betting organization, as well as

participation in sports betting, casino games and lottery style games may be restricted by law or even prohibited in some countries. All disputes arising over or regarding bets made by customers are resolved by the court in Curacao, which has the relevant territorial and subject matter jurisdiction.

The Company does not consider complaints concerning the restrictions and demands of lex personalis of the clients. The Company observes the legislation of its country of registration and clients must observe the demands of lex personalis on their own.

Interim period

The version 01 of the Dispute resolution policy is in force until introduction of alternative dispute resolution (ADR).