



PLAYER COMPLAINTS POLICY

v.2.0

XZ Solutions B.V.
Effective Date: 11.10.2024



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1. INTRODUCTION AND PURPOSE OF THIS POLICY

This Player Complaints Policy (the “Policy”) is adopted by XZ Solutions B.V., a duly licensed online gambling operator under the laws of Curaçao, for the purpose of establishing clear, fair, and transparent procedures for the resolution of player complaints. The objective of this Policy is to ensure that all complaints from players are treated seriously, investigated thoroughly, and resolved promptly and fairly, in accordance with the applicable legal and regulatory framework, including guidance from the Curaçao Gaming Control Board (GCB).

2. SCOPE AND APPLICABILITY

This Policy applies to any individual or legal entity (the “Player” or “Complainant”) who has registered an account with the Company and has engaged with the Company's gambling services.

The Policy governs complaints relating to, but not limited to, the following matters:

- Alleged breaches of the terms and conditions of the Company;
- Game integrity issues, such as malfunctions, bugs, or suspected unfair outcomes;
- Disputes related to the settlement of bets or winnings;
- Account management issues, including verification delays, deposits, and withdrawals;
- Allegations of poor or misleading customer service;
- Responsible gambling concerns and protection of vulnerable persons.

This Policy does not apply to:

- General service inquiries or feedback that does not allege wrongdoing or harm;
- Complaints deemed frivolous, vexatious, or abusive in nature.

3. PROCEDURE FOR SUBMITTING A COMPLAINT

A Player wishing to submit a complaint must do so in writing, providing all relevant details necessary for the Company to initiate a review of the matter. Complaints shall be directed to:

support@bluechip.io
complains@bluechipcasino.io

Each complaint must include at a minimum the following details:

- Use the subject line: "Complaint";
- Full name, surname, and phone number;

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- Detailed description of the issue and all relevant supporting information;
- Copies of relevant documentation or evidence (e.g., screenshots, emails, transaction history).
 - Complaints submitted without sufficient information may be returned to the Player with a request for clarification, which may delay the resolution process.

4. INTERNAL HANDLING OF COMPLAINTS

Upon receipt of a valid complaint, the Company shall adhere to the following process:

a) Acknowledgement: The Company shall acknowledge the complaint in writing within twenty-four (24) hours of receipt.

b) Investigation: The matter shall be investigated by a qualified member of the Company's compliance or customer support team. The Company commits to conducting the review impartially, in good faith, and with due regard to all available evidence.

c) Resolution and Response: The Company shall endeavor to provide a final written response within fourteen (10) calendar days of acknowledging the complaint. If, due to complexity or volume of complaints, additional time is required, the Player shall be notified of the revised timeframe.

d) Closure: Once a final decision has been rendered, the Company shall communicate the outcome in writing, along with an explanation and, where applicable, details of any corrective measures or remedies.

5. REFERRAL TO THE CURAÇAO GAMING CONTROL BOARD

In the event that the Player is not satisfied with the final decision rendered by the Company, or if thirty (30) calendar days have passed from the original submission of the complaint without resolution, the Player may refer the matter to the Curaçao Gaming Control Board (GCB) for further consideration.

Complaints may be submitted through the official GCB Complaints Portal at: <https://gamingcontrol.curacao/players/complaints>

It should be noted that the GCB acts as a mediator and may not provide binding resolutions, but will consider all complaints in accordance with its mandate.

6. COOPERATION WITH INDEPENDENT MEDIATION PLATFORMS

To further enhance player trust and ensure accessibility, the Company maintains active cooperation with the following independent complaint mediation platforms:

- AskGamblers Complaint Service: <https://www.askgamblers.com/casino-complaints>
- Casino Guru Resolution Center: <https://casino.guru/complaints>

Players may submit complaints through these platforms at no cost. While the decisions of these entities are non-binding, the Company is committed to reviewing and responding to all such complaints professionally and in good faith.



7. ALTERNATIVE DISPUTE RESOLUTION (ADR) FRAMEWORK

The Curaçao Gaming Control Board is in the process of finalizing a formal regulatory framework for recognized Alternative Dispute Resolution (ADR) entities.

The Company fully supports this initiative and hereby confirms its intention to implement and comply with the ADR mechanism once the GCB officially publishes its list of approved ADR providers. Upon the finalization of such framework, the Company shall:

- Appoint and publicly disclose the designated ADR provider(s);
- Provide access to ADR services free of charge to eligible complainants;
- Update this Policy to reflect the procedural details and contact information of the appointed ADR entity.

Until such time, Players may rely on the internal complaints procedure, GCB referral, and independent mediation platforms as outlined herein.

8. RECORD-KEEPING AND REGULATORY REPORTING

All complaints, including documentation, correspondence, and investigation outcomes, shall be retained securely by the Company for a minimum period of five (5) years.

The Company shall report to the GCB any significant or unresolved complaints and provide supporting records upon regulatory request.

9. DATA PROTECTION AND CONFIDENTIALITY

All complaints shall be handled in compliance with applicable data protection legislation, including the General Data Protection Regulation (GDPR) where applicable.

Information received in the context of a complaint will be used solely for the purposes of complaint handling and regulatory compliance, and will not be shared with third parties except as required by law or with the Player's consent.

10. RESPONSIBLE GAMBLING AND PLAYER PROTECTION

Should a complaint raise concerns of gambling-related harm, addiction, or signs of vulnerable player behavior, the Company shall take appropriate safeguarding actions, including but not limited to:

- Temporary suspension of the Player's account pending further review;
- Provision of responsible gambling tools and resources;
- Communication of self-exclusion options and external support services.

11. REVIEW AND AMENDMENTS TO THE POLICY

This Policy shall be reviewed at least annually and may be amended from time to time to reflect changes in regulatory requirements, industry best practices, or internal governance standards.



The most current version shall be published on the Company's official website.

12. CONTACT INFORMATION

For all inquiries related to this Policy or to submit a complaint, Players may contact:

support@bluechip.io

complains@bluechipcasino.io