

## **Player Complaints and Dispute Resolution Policy**

### **B2bseven B.V.**

#### **1. Complaint Submission Process**

If you are dissatisfied with any aspect of our services, you have the right to submit a formal complaint to [support@b2bseven.bet](mailto:support@b2bseven.bet). Complaints may be submitted by completing and emailing the downloadable PDF Form. The form is available in English and in the primary language of our website.

- Download Complaint Form (PDF)

Your complaint must include:

- Full name, registered email address, and place of residence
- Account number (if applicable)
- Date of the complaint and the incident
- A clear description of the issue with supporting evidence

Complaints must be submitted within six (6) months of the incident or settlement of the relevant bet. Only the registered account holder may submit complaints.

#### **2. Complaint Handling Timeline**

##### **2.1 Initial Confirmation**

**Responsible Gaming Complaints:** Confirmation within 2 days, including processing explanation and expected resolution time.

**All Other Complaints:** Confirmation within 7 days, including explanation and expected resolution time

##### **2.2 Resolution Timeline**

**Responsible Gaming Complaints:** Best efforts to resolve within 5 business days; may extend by 2 weeks with notice.

**All Other Complaints:** resolved within four (4) weeks. Extensions up to four (4) more weeks may be granted with notice.

##### **2.3 Final Outcome**

Players will receive a reasoned, written outcome with supporting evidence or a clear explanation if the complaint is rejected. If dissatisfied, the player may escalate to ADR .

#### **3. Types of Complaints Accepted**

- Deposit or withdrawal issues
- Bonus or promotion disputes
- KYC / account verification problems
- Account restrictions or closures
- Responsible gaming measures
- Technical problems
- Breaches of terms and conditions
- Fraud or misconduct
- Data protection issues
- Errors or unfairness in game outcomes
- AML concerns or suspicious transactions
- Issues involving minors
- Fraudulent games or practices
- Licensing or regulatory compliance issues

#### **4. ADR and Regulatory Escalation**

If you are not satisfied with our response, you may escalate your complaint to an independent, CGA-approved Alternative Dispute Resolution (ADR) provider, at no cost to you. ADR details are available upon request. If you withdraw from the ADR process after initiation, the complaint cannot be reopened.

ADR results are final and cannot be re-submitted to a different ADR provider. ADR does not affect your legal rights.

#### **5. Role of the Curacao Gaming Authority (CGA)**

The CGA does not mediate individual player disputes but may be contacted in cases of regulatory breaches, malpractice, or whistleblowing.

CGA Website

Email: [complaints@gamingcontrolcuracao.org](mailto:complaints@gamingcontrolcuracao.org)

#### **6. Artificial Intelligence**

Artificial Intelligence (AI) may be used to assist with the initial triage or acknowledgment of player complaints.

All complaints that involve Responsible Gaming, complex issues, or potential regulatory breaches will be handled by a human agent, not AI.

AI-assisted communications will only be used for routine or straightforward complaints and will always be reviewed for accuracy and consistency.

We actively monitor all AI-assisted responses to ensure that recommendations and outcomes are fair, reasonable, and aligned with the operator's policies and regulatory obligations.

You may request at any time that their complaint be handled exclusively by a human representative.

## **7. Record-Keeping & Reporting**

We maintain complaint and dispute records for 5 years and submit complaint reports to the CGA twice per year, in line with regulatory requirements.

## **8. Visibility & Terms**

Policy linked from homepage and registration page

Integrated in Terms & Conditions

Players confirm acceptance during account creation