

Panbet Curacao N.V.

Complaints Report

This report is submitted in line with applicable requirements and outlines the Company's complaint-handling activity for the period from June to December 2025.

It summarises complaints received and resolved, their status as of 31 December 2025 and a categorical breakdown.

- Total number of complaints made: **23**.
- Total number of settled complaints (upheld and rejected): **23**.
- Number of pending or unresolved complaints: **0**.
- Number of complaints by category:

Deposit issues	3
Withdrawal issues	3
Bonus terms and conditions	0
Account closures or restrictions	1
Alleged errors or unfairness in game outcomes	6
Responsible gaming issues	0
Treatment of player balances	0
KYC and Verification	9
Data Protection	0
Technical or Software issues	1
AML concerns	0
Issues with minors	0
Fraudulent games	0
Fraudulent practices	0
License or regulation	0
Unfair terms and conditions	0

- Number referred to ADR: **0**.
- Number and detail of complaints for which a player has taken legal action: **0**.