

Player Complaints Policy - Playsmart ENT B.V.

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1. Introduction

At **PlaySmart ENT B.V.**, we are committed to maintaining a transparent, fair, and secure gaming environment for all our players. We understand that, despite our best efforts, issues or misunderstandings may occasionally arise. This **Player Complaints Policy** outlines the procedures available to players who wish to raise a concern or formal complaint about any aspect of our services.

PlaySmart ENT B.V. operates under a **Curaçao gaming licence** and provides both a **traditional online casino** experience and a **Pay and Play setup**, currently available to players in Finland. We strive to ensure that all player concerns are handled promptly, professionally, and with full respect for fairness and responsible gaming principles.

Our goal is to resolve all player complaints in a timely and impartial manner, ensuring that every player has access to a clear and structured process for addressing any dispute.

2. Scope

This policy applies to all players who hold an active account with any brand operated by PlaySmart ENT B.V. and who wish to raise a concern or complaint regarding:

- Account management or verification (KYC, deposits, withdrawals)
 - Game results or technical issues
 - Bonus or promotional terms
 - Responsible gaming tools and account restrictions
 - Alleged breaches of terms and conditions
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3. Submitting a Complaint

Players are encouraged to first contact the Customer Support team to resolve any issue informally.

If the matter cannot be resolved through standard support, the player may escalate it as a **formal complaint** by:

- Sending an email to **complaints@spinni.com** / complaints@pelaanyt.com (or via the “Contact Us” form on the website), and
 - Including the following information:
 - Full name and registered email address
 - A detailed description of the issue
 - Any relevant supporting evidence (e.g., screenshots, transaction IDs)
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4. Complaint Handling Process

1. Acknowledgement

- The Company will acknowledge receipt of the complaint within **24–48 hours**.

2. Investigation

- The complaint will be reviewed by the **Compliance Team**, who will investigate all relevant data, communication records, and system logs.
- Additional information may be requested from the player to assist the review.

3. Resolution Timeframe

- The Company aims to provide a final response within **14 days** of receiving all relevant information.
- If more time is required due to the complexity of the case, the player will be informed accordingly.

4. Outcome

- The player will receive a written response outlining the investigation findings, decision, and rationale.

5. Escalation to an Independent Authority

If the player is not satisfied with the final outcome, they may escalate the matter to the **Curaçao eGaming** authority for independent review.

To submit a complaint to Curaçao eGaming, players can visit:

 <https://www.curacao-egaming.com/complaints/>

The regulator will act as an independent body to assess whether the operator has handled the complaint fairly and in line with licence requirements.

6. Responsible Gaming and Dispute Integrity

- The Company is committed to protecting players and ensuring all complaints are handled impartially and with full respect for player welfare.
- Complaints related to **self-exclusion, time-outs, or responsible gaming tools** will receive **priority handling**.

- Under no circumstances will the Company allow gambling activity to continue while a dispute concerning self-exclusion or player safety remains unresolved.
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7. Record Keeping

All complaint records, including correspondence, outcomes, and timelines, are securely stored for a minimum of **five (5) years** and are available for regulatory review upon request.
