

PLAYER COMPLAINTS POLICY

Any complaints or queries relating to the handling of player affairs on www.betmaster.bet shall be addressed to complaints@betmaster.bet. The Company shall confirm receipt of the Client's complaint by e-mail to be sent within seven (7) business days from receipt of the complaint.

Company will make every effort to resolve the player's complaint within 20 business days subject to verification compliance of the player presuming the player has responded sufficiently to any of the Company's additional requests for information or compliance. If any complaint has not been resolved to the player's satisfaction, the player may request that the complaint be escalated.

Clients' complaints shall be considered based on the information available to the Company and the official sources of sport events. Information provided by other competing companies shall not be taken into account or considered.

The Client undertakes to comply with the following obligations:

- to notify the Company within seven (7) calendar days after the session date, that he disagrees, as a complaint, with the outcome of a specific Game of Chance, The complaint with respect to a Bet shall be submitted within seven (7) business days after the person learned or must have learned about the alleged infringement of rights.
- to notify Company within one (1) calendar month after the session date, that he disagrees as a complaint with any other matters, not directly related to the outcome of a specific game of chance, however, in relation to his Personal Account, such as but not limited to matters of pay out, suspension and the calculation of bonuses,
- to refer any unresolved disputes to a binding out of court dispute resolution, arbitration or court proceeding of the applicable jurisdiction within three hundred and sixty-five (365) days after the session date.

Company undertakes:

- not to transfer any claims of the Client or elements related to such claims as, however, not limited to: Personal Accounts, credits, funds, winnings and entitlements,
- to resolve the Complaint by means of non-binding and voluntary mediation,
- to refer any unresolved disputes to a binding out of court dispute resolution, arbitration or court proceeding of the applicable jurisdiction.

The Party claiming an infringement upon its rights may send a complaint to the other Party's e-mail.

Any disputable situations arising between the Company and the Client shall be settled out of court.

If the complaint is regulatory in nature and does not have a transactional element, the player may within reasonable time file a complaint with the Curacao Gaming Authority by identifying themselves by a declaration of a notary. Curacao Gaming Authority does not accept complaints unless a complaint has first been properly launched with the Company.

The information that will be shared and displayed in the communication with Curacao Gaming Authority, the Company and the Client shall be deemed, from hereinafter, "Confidential."

Confidential information shall not be shared with any third party that is not party to the communications.

If Confidential information is shared by the Client with any third party who is not a party to the communication, the Company may hold the Client liable for any type of damages the sharing of the Confidential information causes to the Company.

In disputable situations having no precedents, the Company shall reserve the right to make decisions based on its accumulated knowledge and experience.

In the event that a player is not satisfied with the final resolution reached by the Company and, as a result, the complaint becomes a dispute, the player may escalate the matter to an independent third-party Alternative Dispute Resolution ("ADR") organization.

The ADR organization available to all players is eCOGRA Limited, trading as eCOGRA, a company registered in the United Kingdom with registration number 04690117, having its registered office at:

2/F Berkeley Square House, Berkeley Square, London, United Kingdom, W1J 6BD.

eCOGRA acts as an independent, third-party ADR service provider and is duly authorized and eligible to handle customer complaints related to gambling.

A player who is unsatisfied with the final response or resolution provided by the Company in relation to their complaint may refer the dispute to eCOGRA by filling out the [Online Dispute Resolution Form](#) or via the following email complaints@ecogra.org:

- The ADR service is provided free of charge.
- Complaint must relate to one of the following:
 - Outcome of the customer's gambling transaction;
 - Application of bonus offers;
 - Payments;
 - Account management;
 - Ability to access funds;
 - Ability to access winnings.

The ADR process is expected to take no more than ninety (90) days from the initial referral of the Dispute to eCOGRA through to its completion.

The award or decision of the ADR (eCOGRA) in respect of a dispute properly submitted to it is final and binding on both Parties.

By referring a dispute to ADR, the Parties agree that the dispute will be finally resolved through the ADR process.

The player should introduce himself to the ADR Policy of eCOGRA, which can be found [here](#).