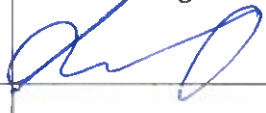

DELPHIN BLUE OCEAN B.V.

COMPLAINTS POLICY

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Version Control

Version	Date	Description	Author	Approved By
1.0	November 7, 2025	Document Creation	Compliance Officer or other role	Senior Management 

1. Introduction

Delphin Blue Ocean B.V. (“the Company”) is committed to providing players with a safe, fair, and transparent online gaming environment. We recognize that disagreements may occasionally arise, and we take all complaints seriously.

This Complaints Policy ensures that all player complaints are handled in a fair, timely, and transparent manner in alignment with Article 5.3 of the National Ordinance on Games of Chance (LOK).

This Policy applies to all players who hold an account with the Company and all personnel involved in the complaint handling process.

2. Purpose and Scope

The purpose of this Policy is to:

- Provide players with a clear and accessible procedure for submitting complaints.
- Ensure complaints are handled promptly, fairly, and independently.
- Explain how complaints may be escalated if a player remains unsatisfied.

This Policy applies to:

- All registered players of sporttyp.com
- All employees, agents, and authorized representatives involved in complaint handling.

3. Definitions

- **Complaint**
A written expression of dissatisfaction by a player regarding any aspect of services, decisions, terms or conduct of the Company, where the player expects a response or resolution.
- **Dispute**
A complaint that remains unresolved after completion of the internal complaint process and is escalated to an external, independent dispute resolution body (ADR).
- **Responsible Gaming Complaint**
Any complaint relating to responsible gambling measures, including self-exclusion, deposit limits, and safeguarding of vulnerable persons.

4. Conditions for Filing a Complaint

1. Complaints may only be submitted by the registered account holder.
2. Complaints must be submitted within six (6) months of the incident or settlement of the relevant wager.

3. Players are encouraged to submit complaints as soon as the issue arises.
4. Complaints submitted by third parties on behalf of a player will **not** be accepted.

5. Submitting a Complaint

Players may submit complaints through either of the following methods:

1. Complaint Form

Available via the website.

2. Email

support@sporttyp.com

Complaints **must** include the following:

- Full Name and Country of Residence
- Player Account Username / ID
- Date of Complaint and Date of Incident
- Detailed Description of the Issue
- Any Supporting Evidence (screenshots, videos, transaction records, correspondence, etc.)

6. Complaint Handling Process

Acknowledgment

The Company will acknowledge receipt of the complaint within seven (7) days and will provide:

- A complaint reference number
- Overview of the complaint handling process
- Expected resolution time

Assessment and Investigation

The Company may request additional information if necessary.

Resolution Timeline

- Complaints will be resolved within four (4) weeks from the date of receipt.
- If additional time is required, we may extend the resolution period by up to four (4) additional weeks.
- The player will be notified in writing before the initial four-week period expires.

Final Response

Once the investigation is complete, the player will receive:

- The final decision
- Explanation of the outcome
- Information about the right to escalate to ADR if unsatisfied

7. Responsible Gaming Complaints

Complaints involving responsible gaming protections are prioritized.

- Acknowledgment: Within 2 business days
- Target Resolution: Within 5 business days
- If more time is needed, the Company may extend this by up to 14 days and will notify the player.

8. Escalation (Alternative Dispute Resolution)

- If the player is not satisfied with the final response, the matter may be escalated to an independent ADR provider.
- **Status:**
The Company is in the process of appointing an approved ADR provider. Once appointed, ADR contact details will be published and provided to all players upon request.
- ADR is free of charge to the player.
- After ADR review, the decision is final and the complaint cannot be submitted to another ADR provider for the same issue.

9. Curaçao Gaming Authority (CGA)

- The Curaçao Gaming Authority does **not** resolve individual betting or transaction disputes.
However, players may contact the CGA if they believe the Company has violated regulatory requirements.
- Email: complaints@cga.cw

10. Record Keeping

The Company maintains records of all complaints for a minimum of five (5) years, including:

- Complaint reference number
- Player identity and account information
- Issue description and category

- Correspondence and evidence submitted

Resolution outcome and dates

11. Reporting Requirements

The Company submits biannual complaint reports to the CGA on:

- January 15
- June 15

Reports include complaint totals, outcomes, ADR referrals, and legal escalations.

12. Policy Integration

This Policy forms part of the Terms & Conditions.

Players must acknowledge and accept it during registration and continued use of services.

13. Contact Information

Support & Complaints: support@sporttyp.com

Website: <https://sporttyp.com>