



TRUSTDICE PLAYER COMPLAINT POLICY

1. Purpose

At TRUSTDICE, we are committed to providing a fair, transparent, and enjoyable gaming experience for all our players. We take player complaints seriously and strive to resolve any issues promptly and professionally. This policy outlines the procedure for players to submit complaints and how these complaints will be handled.

2. Scope

This policy applies to all players of TRUSTDICE who wish to raise concerns or complaints related to any aspect of their gaming experience, including but not limited to account management, deposits, withdrawals, promotions, gaming outcomes, or technical issues.

3. Types of Complaints

Players can file complaints on any of the following issues:

- 1) **Account Issues:** Problems related to account access, registration, verification, suspension, or closure.
- 2) **Deposit and Withdrawal Problems:** Delays, errors, or issues with depositing or withdrawing funds, including both fiat and crypto transactions.
- 3) **Game Fairness:** Concerns related to the fairness of the games, such as incorrect results, malfunctioning games, or potential manipulation of outcomes.
- 4) **Bonus and Promotion Disputes:** Disagreements regarding the terms and conditions of bonuses, free spins, or promotional offers.
- 5) **Technical Issues:** Problems with accessing the website, user interface, or game software malfunctions.
- 6) **Responsible Gaming Issues:** Concerns about the implementation of responsible gaming measures or support related to gambling addiction.
- 7) **Customer Support Issues:** Dissatisfaction with the service provided by our customer support team, including response times, attitudes, or the quality of assistance.

4. How to Submit a Complaint

Players who wish to submit a complaint can do so by following these steps:

- 1) **Contact Customer Support:** Complaints can be submitted directly to our customer support team via email or live chat. Please ensure that all relevant details, such as account information, transaction IDs, and a clear description of the issue, are provided to expedite the investigation.

Email Support: info@trustdice.win

Live Chat: Available on the website for real-time assistance.

- 2) **Provide Details:** When submitting a complaint, players should provide:

Username (if applicable).

A detailed description of the issue or concern.

Relevant transaction IDs, game details, or account information (if applicable).

Any supporting evidence or screenshots that may help in resolving the issue.

5. Acknowledgement

- 1) **Acknowledgement of Complaint:** All complaints will be acknowledged within 24 hours of receipt.
- 2) **Investigation:** A member of the support team will review the complaint, assess the provided information, and begin an investigation. Players will be notified within 48 hours of the investigation's progress.

6. Investigation Process

- 1) **Internal Review:** Complaints will be thoroughly investigated by our internal team. This includes reviewing account records, transaction logs, game data, communication history, and any other relevant evidence.
- 2) **External Consultation:** If necessary, we may consult with third-party service providers, game developers, or regulatory bodies to ensure a fair and unbiased investigation process.
- 3) **Resolution Timeline:** We aim to resolve all complaints within 5 business days. However, complex issues may take longer to resolve. Players will be kept informed of the status of their complaint throughout the process.

7. Resolution of Complaints

Once an investigation is complete, the following outcomes may occur:

- 1) **Complaint Upheld:** If the complaint is found to be valid, appropriate action will be taken, which may include a refund, bonus adjustment, game credit, or other corrective measures. The player will be notified of the resolution and any steps taken to prevent future occurrences.
- 2) **Complaint Denied:** If the complaint is not substantiated, the player will be informed of the reasons for the decision. The decision will be based on evidence and the terms and conditions of the casino.

8. Confidentiality and Data Protection

All complaints will be handled with the highest level of confidentiality. Player information will only be shared with third parties when necessary to resolve the issue (e.g., with payment processors or regulatory authorities). We will handle all complaints in accordance with our Privacy Policy and data protection regulations.

9. Prevention of Future Complaints

To prevent future complaints, we take the following steps:

- 1) **Regular System Audits:** We regularly audit our systems, software, and games to ensure fairness and accuracy in all transactions and outcomes.
- 2) **Improvement of Processes:** We will continuously review and improve our internal processes to enhance the player experience and resolve complaints more efficiently.
- 3) **Employee Training:** All staff, particularly those in customer support and compliance roles, undergo regular training on complaint handling, communication, and customer care.

10. Conclusion

At TRUSTDICE, we value the trust our players place in us and aim to ensure that all issues are resolved fairly and promptly. We are dedicated to providing a transparent and responsive environment for all complaints, as part of our commitment to delivering a safe and enjoyable gaming experience.