

Complaints Registry Policy

1. Purpose and Scope

This Complaints Registry Policy (“Policy”) sets out the framework and procedures by which [Company Name] (“the Company”) receives, records, investigates, and resolves complaints raised by its players (“Users”). The purpose of this Policy is to ensure that all complaints are managed fairly, transparently, and efficiently, in accordance with the standards of the Curaçao eGaming regulatory framework and the Company’s internal compliance obligations. This Policy applies to all Company departments and personnel who receive or handle player complaints. It also applies to all Users accessing the Company’s gaming services via any of its platforms or brand names.

2. Definitions

- Complaint – Any formal expression of dissatisfaction by a User concerning the Company’s services, transactions, game outcomes, or treatment by staff.
- Registry – The secure, internal log maintained by the Company to record the details, progress, and outcomes of all complaints.
- ADR (Alternative Dispute Resolution) – An independent body designated to review unresolved complaints between the Company and a User.
- Resolution – The final determination of a complaint, including corrective action or decision issued to the User.

3. Submission of Complaints

Users are encouraged to resolve issues informally through Customer Support before submitting a formal complaint.

A formal complaint must be submitted in writing via:

- The dedicated complaints email: [complaints@slotino.io], or

- The complaints section available through the Customer profile.

A valid complaint submission must include:

- User's full name and registered account ID;
- Date and time of the incident;
- Description of the issue, including any relevant transaction ID, bet reference, or game title;
- Supporting evidence (e.g., screenshots, chat logs, payment confirmations) only by email

The Company will acknowledge receipt of the complaint within 48 hours (2 business days) of submission.

4. Complaints Handling Procedure

Upon receipt, the complaint is logged into the Complaints Registry, assigned a unique case reference number, and categorized by issue type.

The case is reviewed by a Complaints Officer or designated compliance staff member. The Company aims to resolve all complaints within 14 calendar days of acknowledgment.

If additional investigation is required, the timeframe may be extended by a further 14 days, and the User will be notified accordingly. Throughout the process, Users may be contacted to provide further information or clarifications. Once resolved, the outcome—including a clear explanation of findings and any corrective actions—will be communicated to the User in writing.

5. Escalation and Independent Dispute Resolution

If a User is dissatisfied with the outcome of the internal review, the complaint may be escalated to an independent ADR body authorized by the Curaçao regulator. The Company will provide the User with contact details and submission instructions for the relevant ADR provider upon request.

The ADR's decision shall be considered final and binding on the Company, subject to the scope of applicable gaming regulations.

6. Complaints Registry Maintenance

The Company maintains a secure Complaints Registry recording:

- Case ID number;
- Date of receipt and acknowledgment;
- Complainant's details (as permitted under data protection laws);
- Category and nature of complaint;
- Responsible staff member;
- Actions taken and communication logs;
- Date and outcome of resolution;
- Escalation details (if applicable).

Registry entries are retained for a minimum of five (5) years and may be reviewed by regulatory authorities upon request. The Company generates quarterly and annual complaint summary reports, including statistics on complaint types, average resolution times, and outcomes.

7. Time Limits for Filing Complaints

Users must submit a formal complaint within six (6) months of the event that gave rise to the issue. Complaints submitted after this period may not be accepted unless exceptional circumstances are demonstrated.

8. Confidentiality and Data Protection

All complaint data is handled in accordance with the Company's Privacy Policy and applicable data protection laws (including GDPR, where applicable). Access to the Complaints Registry is restricted to authorized personnel only. The Company may share complaint data with regulatory bodies or ADR providers strictly for investigation and compliance purposes.

9. Communication of Decisions

All final decisions are communicated in writing via the User's registered email address. The communication shall include the outcome and reasoning, any corrective actions, and information on further appeal or escalation procedures.

10. Review and Revision of Policy

This Policy is reviewed annually or upon changes in regulatory requirements. Any amendments will be approved by the Compliance Department and published on the Company's website at least 30 days prior to enforcement. Continued use of the platform after changes take effect constitutes acceptance of the updated Policy.

Approved by: Compliance Department, Disrupt Entertainment Limited N.V

Effective Date: 06.10.2025

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