

AG Group B.V. (the "Operator") – Player Complaint Policy
License No: OGL/2024/805/0287 | Version: v1.0 | Effective Date: June 1, 2024

1. Purpose and Scope

This policy outlines the procedures through which players may submit complaints regarding services, games, transactions,

2. Submission Channels

Players may submit complaints via the following official channels:
- Online support center (live chat or ticketing system)
- Email: complaints@aggroup.com
- Contact form available on the official website
Complaints must be submitted within 90 days of the incident.

3. Complaint Eligibility

Eligible complaints include but are not limited to:
- Game malfunctions or result disputes
- Withdrawal or deposit issues
- Alleged breaches of Responsible Gaming policies
- Disputes involving bonus terms, promotions, or account suspension. The complaint must be made by the registered account holder.

4. Internal Handling Process

- Acknowledgment: All complaints will be acknowledged within 24 hours.
- Investigation: A detailed investigation will be conducted by the Compliance or Customer Support team within 5 business days
- Resolution: Players will receive a formal response within 10 business days of initial submission.

5. Escalation to Independent Authority

If the player is not satisfied with the resolution, the complaint may be escalated to the Curaçao Gaming Control Board (GC - GCB contact details and procedures are available on our website and in the final response email.
- The complaint file and communication history will be provided to the GCB upon request.

6. Documentation and Record Retention

- All complaint records, including investigation notes and correspondence, will be securely stored for a minimum of 5 years.
- Data will be handled in accordance with the GDPR and other applicable data protection laws.

7. Staff Training and Confidentiality

- All support and compliance personnel are trained annually on complaint handling and customer service ethics.
- All complaints are treated confidentially and impartially, without retaliation.

8. Revision

At its own initiative, the Operator may add to, delete from, or revise any portion of this policy at it deems necessary.

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9. Separability Clause

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▲ If any provision of this Policy is declared invalid, illegal, or unenforceable by any court of competent jurisdiction or other competent authority, such declaration shall not affect the validity, legality, or enforceability of the remaining provisions of this Policy, which shall continue in full force and effect.

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10. Implementation

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▲ This version 1.0 of the Player Complaint Policy shall take effect on June 1, 2024.

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Approved By:

Operator President