

Complaints Policy for PRETENSE FLIP N.V

1. Policy Statement

At PRETENSE FLIP N.V, we are committed to delivering a high-quality gaming experience to all players. We value transparency, fairness, and player satisfaction. This Complaints Policy outlines how we handle customer complaints across all our brands and ensures that all concerns are addressed promptly, fairly, and in line with our regulatory obligations.

2. Scope

This policy applies to all customer complaints received through any brand-operated platform. It covers issues related to:

- Account access or restrictions
- Bonus terms and usage
- Deposit or withdrawal problems
- Game malfunctions
- Responsible Gambling (RG)
- KYC (Know Your Customer) and identity verification
- Transaction disputes
- Fraud or suspicious activity
- Regulatory or licensing concerns

3. Submitting a Complaint

Players should submit complaints directly to the relevant brand's Customer Support team via:

- **Live Chat**, available 24/7

- **Email**, found on the brand's official "Contact Us" page

Complaints must be submitted by the account holder. We do not entertain third-party submissions. Players should provide all necessary details, including their username, a summary of the issue, and any relevant evidence (e.g., screenshots, transaction IDs).

4. Handling of Complaints

Once received:

- **Acknowledgement:** The complaint will be acknowledged by the Support team within 24 hours.
- **Initial Review:** The issue will be reviewed by frontline staff. Where possible, complaints will be resolved at this stage.
- **Escalation:** If resolution is not possible at the first level, the complaint will be escalated based on its nature (see below).

5. Internal Escalation Protocol

Escalation and ownership of complaints will be handled as follows:

Complaint Type	Responsible Party
Responsible Gambling (RG) matters	Maria Scicluna Cutajar
Confiscations, Transactions, Fraud, KYC	Neil Caruana, Head of RPF
Regulatory and jurisdictional concerns	Brand Managers of the respective brands
Other escalations or unresolved issues	Senior Management as deemed appropriate

6. Timeframes

- Complaints are typically resolved within **7 business days**.

- Complex issues may take longer; in such cases, the player will be kept informed with regular updates.
- If a complaint is not resolved within **30 days**, the player will be advised of their right to refer the matter externally.

7. External Dispute Resolution

If a player is not satisfied with the final response, they may escalate the matter to an Alternative Dispute Resolution (ADR) provider or relevant gaming authority (as applicable to the brand's licensing jurisdiction).

Some of our brands also partner with recognized third-party resolution platforms such as AskGamblers Casino Complaints Service.

8. Confidentiality and Record-Keeping

All complaints are handled confidentially. Records are kept securely for regulatory and auditing purposes for a minimum of five years.

9. Policy Review

This policy is reviewed regularly to ensure it reflects changes in regulatory requirements, internal processes, and player expectations.