

Player Complaints Overview Report

Company Name:

FELICAS B.V.

Reporting Period:

31 July 2025 – 31 December 2025

Report Date:

15.01.2026

Complaints Summary

Category	Number
Total reportable complaints received	[0]
Complaints resolved (upheld and rejected)	[0]
Complaints pending or unresolved	[0]
Responsible Gaming–related complaints	[0]
Other complaints (operational, service, and legal)	[0]
Complaints escalated to Alternative Dispute Resolution (ADR)	[n/a]
Complaints involving legal proceedings	[0]

Definition of a Reportable Complaint

A complaint is considered reportable when formally submitted via the Company’s official complaint channels (complaint form, email, or written submission).

Matters raised solely through live chat or informal customer support interactions are not classified as reportable complaints.

Closing Statement

All complaints are logged, assessed, and handled in accordance with the Company's Player Complaints Policy and applicable regulatory requirements.