

Player Complaints Policy Bet n Play Solution B.V.

Registered address: Abraham Mendez Chumaceiro Boulevard 03, Willemstad, Curaçao

Registered under Curaçao Chamber of Commerce & Industry Number: 163749

Main Domain: gogoroyal.com

Approved by: Managing Directors – Andres A. Galperinn Gomez – Michael A. Balakian Casciani

Compliance Officer: Elias Arturo Rodriguez Parra

Effective Date: 01-JUN-2026

Next Review Date: 01-JUN-2027

1. Introduction

Bet n Play Solution B.V., registered with the Curaçao Chamber of Commerce and Industry under registration number 163749 and having its registered office at Abraham Mendez Chumaceiro Boulevard 03, Willemstad, Curaçao (the "Company") is committed to providing a safe, fair, transparent, and responsible gaming environment.

The Company recognizes the importance of handling player complaints and disputes in a timely, impartial, and effective manner. Our objective is to ensure that all customers have access to a clear and accessible process for raising concerns and seeking resolution where they are dissatisfied with the Company's services, decisions, terms and conditions, or conduct.

This Policy establishes the framework for the management and resolution of player complaints and disputes in accordance with Article 5.3 of the National Ordinance on Games of Chance (Landsverordening op de Kansspelen, "LOK").

The Policy is aligned with the Player Complaints Policy Guidelines issued by the Curaçao Gaming Authority (CGA) and reflects the Company's ongoing commitment to regulatory compliance, customer protection, and continuous improvement.

The Company is committed to ensuring that players have access to a straightforward, transparent, and effective complaints handling process, including access to independent and free Alternative Dispute Resolution ("ADR") services where appropriate.

For the purposes of this Policy:

Complaint: A complaint is a written expression of dissatisfaction submitted by a player regarding the Company's services, decisions, terms and conditions, products, or conduct, where the player reasonably expects a response or resolution.

For reporting purposes, a complaint is deemed to have been received when a Complaint Submission Form or communication submitted through designated channels, including email, live chat, or other approved communication methods, has been received by the Company and recorded accordingly.

Dispute: A dispute is a complaint that has not been resolved to the player's satisfaction through the Company's internal complaints process and has subsequently been escalated internally or referred to an independent third party, such as an Alternative Dispute Resolution provider or a court of competent jurisdiction.

2. Submitting a Complaint

2.1 Complaint Submission Period

Players may submit a complaint free of charge within six (6) months of the relevant incident or the settlement of the disputed bet.

The following provisions apply to specific gaming activities:

- **Peer-to-peer (P2P) games**, including poker, and **ante post fixed-odds betting**: the six-month period shall commence on the date the relevant event concludes or the bet is settled, rather than on the date the wager is placed.
- **In-running (live) sports betting**: complaints may be submitted within six months of the settlement of the relevant bet. However, players are encouraged to submit complaints as soon as reasonably possible, as certain data or records required for the investigation may no longer be available after an extended period.

Complaints submitted outside the applicable six-month period may not be accepted for review unless otherwise required by applicable law or exceptional circumstances warrant an extension.

2.2 Eligibility to Submit a Complaint

Only the registered account holder may submit a complaint relating to their account or gambling activity.

In accordance with Article 1.3(c) of the National Ordinance on Games of Chance (Landsverordening op de Kansspelen, "LOK"), a player may not sell, assign, transfer, rent, pledge, or otherwise dispose of any claim against the licensed operator.

The Company may request additional information or documentation to verify the identity of the complainant before processing a complaint.

2.3 Complaint Submission Channels

Players may submit a complaint through one of the following channels:

- By contacting Customer Support via email or live chat; or
- By completing the official Complaint Submission Form available on the Company's website or as a downloadable document.

To facilitate a timely and effective review, complaints should include the following information:

1. The player's full name;
2. Residential address and country of residence;
3. Account number or username, where applicable;
4. The date of the complaint and the date of the disputed event or transaction;
5. A clear and detailed description of the issue, including any supporting information or documentation.

The Complaint Submission Form shall be made available in English and, where applicable, in the primary language of the relevant customer-facing domain.

3. Complaint Resolution Process

The Company is committed to handling all complaints promptly, fairly, and transparently. Complaints shall be assessed objectively and resolved within reasonable timeframes in accordance with applicable legal and regulatory requirements.

3.1 Responsible Gaming Complaints

Complaints relating to responsible gaming, customer vulnerability, self-exclusion, cooling-off periods, or any other matter involving potential gambling-related harm shall be treated as high priority.

The Company shall:

- Acknowledge receipt of the complaint within two (2) business days; and
- Provide a final response within five (5) business days.

Where additional time is required due to the complexity of the matter or the need to obtain further information, the Company may extend the resolution period by no more than two (2) additional weeks. The player shall be informed of the reason for the extension and the anticipated timeframe for resolution.

3.2 Other Complaints

All other complaints shall be handled in accordance with the following service standards:

- Acknowledgement of receipt within one (1) week; and
- Provision of a final response within four (4) weeks.

Where necessary due to the complexity of the matter or circumstances beyond the Company's control, the resolution period may be extended once for a maximum additional period of four (4) weeks. The player shall be notified of the extension, the reasons for the delay, and the revised expected resolution date.

3.3 Final Response

Upon completion of the investigation, the Company shall provide the player with a written final response containing:

- The outcome of the complaint;
- A clear explanation of the decision and the reasons supporting it;
- Any corrective actions or remedies to be implemented, where applicable; or
- An explanation where the complaint cannot be processed, including any missing information or other relevant factors.

If the player remains dissatisfied with the outcome of the internal complaints process, the Company shall inform the player of their right to escalate the matter to an independent Alternative Dispute Resolution (ADR) provider or any other competent authority, in accordance with applicable laws and regulations.

4. Use of Artificial Intelligence (AI)

To ensure fairness, transparency, and appropriate human oversight, the Company does not use artificial intelligence ("AI") systems, automated decision-making tools, or machine learning technologies to assess, investigate, or determine the outcome of player complaints or disputes.

All complaints and disputes shall be reviewed and handled manually by appropriately trained personnel designated by the Company.

The Company shall ensure that complaint handling personnel exercise independent judgment and consider all relevant facts, evidence, and circumstances when investigating and resolving complaints.

Administrative or operational technologies may be used to support the logging, tracking, and management of complaints; however, such technologies shall not influence or replace human decision-making in the complaints resolution process.

5. Alternative Dispute Resolution (ADR)

Where a complaint cannot be resolved to the player's satisfaction through the Company's internal complaints process, the player may refer the matter to an independent Alternative Dispute Resolution ("ADR") provider free of charge.

The Company shall:

- Provide players with clear information regarding the available ADR process;
- Cooperate fully and in good faith with the designated ADR provider;
- Bear all costs associated with the ADR process, unless otherwise required by applicable law.

Unless otherwise provided by law, decisions issued through the ADR process shall be binding upon the Company.

Nothing in this Policy restricts or limits a player's right to pursue legal remedies through a court of competent jurisdiction.

Details regarding the ADR process, including the identity and contact information of the designated ADR provider, shall be made available in the Company's Terms and Conditions and on the website.

6. Role of the Curaçao Gaming Authority (CGA)

The Curaçao Gaming Authority ("CGA") is responsible for supervising and enforcing compliance with applicable gaming laws and regulations.

The CGA does not mediate, adjudicate, or resolve individual player complaints or disputes.

However, players may contact the CGA if they believe that the Company has:

- Breached applicable licensing conditions;
- Engaged in misconduct or unfair practices;
- Failed to comply with responsible gaming obligations;
- Violated player protection requirements or applicable laws and regulations.

The Company acknowledges that complaint and dispute data may be reviewed or used by the CGA for supervisory, compliance monitoring, and enforcement purposes.

7. Record Keeping and Reporting

The Company shall maintain complete, accurate, and readily accessible records of all complaints, disputes, investigations, decisions, and related correspondence.

At a minimum, complaint records shall include:

- The date the complaint was received;
- The player's identifying information;
- The nature and category of the complaint;
- Relevant supporting documentation and evidence;
- Actions taken during the investigation;
- The outcome of the complaint;
- Details of any escalation to an Alternative Dispute Resolution ("ADR") provider or court proceedings.

The Company shall maintain a central complaints register and implement appropriate controls to ensure the confidentiality, integrity, and security of all complaint-related information.

In accordance with applicable regulatory requirements, the Company shall submit complaints reports to the Curaçao Gaming Authority ("CGA") twice annually, no later than 15 January and 15 June of each year.

The reports shall include, at a minimum:

- The number and categories of complaints received;
- The number of complaints resolved;
- The number of complaints pending resolution;
- The number of complaints referred to ADR;
- Details of any legal proceedings relating to player complaints.

Complaint records shall be retained for a minimum period of five (5) years or for any longer period required by applicable laws or regulations.

8. Player Rights

Players have the right to:

- Submit complaints free of charge;
- Receive acknowledgement of their complaint and a final written response within the applicable timeframes set out in this Policy;
- Receive fair, impartial, and transparent treatment throughout the complaints process;
- Escalate unresolved complaints to an independent ADR provider;
- Pursue legal remedies through a court of competent jurisdiction;
- Contact the CGA regarding concerns related to regulatory compliance, player protection, or alleged misconduct by the Company.

All complaints shall be handled confidentially and in accordance with applicable data

protection and privacy laws.

The submission of a complaint shall not adversely affect the player's rights or access to available remedies.

9. Grounds for Complaint

Players may submit complaints relating to any aspect of their relationship with the Company, including, but not limited to, the following matters:

1. Deposits, withdrawals, or payment processing;
2. Bonus offers, promotions, and related terms and conditions;
3. Account restrictions, suspension, or closure;
4. Alleged game malfunctions, errors, or unfair outcomes;
5. Responsible gaming concerns;
6. Account balances, winnings, and payments;
7. Customer due diligence, Know Your Customer ("KYC"), and verification procedures;
8. Data protection, privacy, and personal information handling;
9. Technical issues affecting access to or use of the platform;
10. Anti-money laundering ("AML"), fraud prevention, or security measures;
11. Underage access or concerns relating to minors;
12. Allegations of fraudulent games or gaming activities;
13. Allegations of fraudulent, deceptive, or unfair business practices;
14. Licensing, regulatory, or compliance matters; and
15. Unfair, unclear, or misleading terms and conditions.

This list is non-exhaustive and does not limit a player's right to submit a complaint regarding any matter arising from their relationship with the Company.

10. Policy Accessibility

The Company is committed to ensuring that players can easily access and understand their rights and the procedures relating to complaints and dispute resolution.

This Player Complaints Policy shall be:

- Published on the Company's website as a standalone document;
- Accessible through a dedicated link within the website footer;
- Linked from the Terms and Conditions page and other relevant sections of the website;
- Made available in English and, where applicable, in the primary language of each supported customer-facing domain.

The Company shall take reasonable measures to ensure that this Policy remains accurate, up to date, and readily accessible at all times.

By registering for an account or using the Company's services, players acknowledge that they have been provided with access to this Policy and agree to be bound by its terms.

Nothing in this Policy limits or restricts any rights or remedies available to players under applicable laws and regulations.

11. Contact Information

Players may contact the Company regarding complaints, disputes, responsible gaming concerns, or general inquiries through the following channels:

Email: info@gogoroyal.com

Website: gogoroyal.com

Registered Office:

Bet n Play Solution B.V.

Abraham Mendez Chumaceiro Boulevard 03

Willemstad, Curaçao

The Company is licensed and regulated by the Curaçao Gaming Authority.

Contact details for the designated Alternative Dispute Resolution (ADR) provider, as well as additional responsible gaming resources, are available on the Company's website and in the Terms and Conditions.

The Company shall ensure that contact information remains accurate, up to date, and easily accessible to players at all times.

12. Version History

Version No.	Effective dates
1	01-JUN-2026