

Player Complaints Policy

-Edge Five Entertainment B.V.

1. Purpose

This Player Complaints Policy outlines the procedures for receiving, handling, and resolving player complaints in a fair, transparent, and timely manner. This policy is designed to comply with the requirements of the Curaçao Gaming Control Board (GCB) and to ensure a positive player experience.

2. Scope

This policy applies to all players, affiliates, and partners interacting with the Edge Five Entertainment B.V. platform, including all online gaming services provided by the company.

3. Key Principles

- **Fairness:** Ensure all player complaints are handled objectively and without bias.
- **Transparency:** Provide clear information to players about the complaint resolution process.
- **Efficiency:** Resolve complaints promptly to maintain player trust and satisfaction.
- **Confidentiality:** Protect player data and ensure privacy during the complaint resolution process.

4. Complaints Handling Procedure

- **Submission:** Players may submit complaints via email, online chat, or web forms. All complaints must include player ID, a description of the issue, and relevant evidence.
- **Acknowledgment:** All complaints will be acknowledged within 24 hours of receipt.
- **Investigation:** Complaints will be reviewed and investigated within 72 hours. Additional information may be requested from the player if needed.
- **Resolution:** Complaints will be resolved within 14 days, with regular status updates provided to the player.
- **Escalation:** If a complaint cannot be resolved internally, the player has the right to escalate the issue to the GCB or an independent dispute resolution service.

5. Record Keeping

- **Complaint Logs:** All complaints and their resolutions will be logged and stored for a minimum of 5 years.
- **Data Protection:** Ensure compliance with GDPR and other relevant data protection regulations.
- **Audit Trail:** Maintain a complete audit trail of all communications related to player complaints.

- **Retention Policy:** Ensure secure storage and timely disposal of complaint records as required by GCB guidelines.

6. Continuous Improvement

- **Training:** Provide ongoing training to customer support staff on effective complaint handling.
- **Regular Reviews:** Regularly analyze complaint trends to improve player experience.
- **Policy Updates:** Review and update this policy annually or as required by changes in GCB regulations.
- **Player Feedback:** Actively collect player feedback to identify areas for service improvement.

7. Escalation and Compensation Guidelines

- **Internal Escalation:** Clearly define escalation paths within the organization for unresolved complaints.
- **External Escalation:** Provide information on external dispute resolution options, including GCB contacts.
- **Compensation:** Establish guidelines for compensating players when complaints are upheld, including bonuses, refunds, or account credits.

8. Policy Review

- This policy will be reviewed and updated annually or as required by changes in GCB regulations.

9. Approval

Approved by:

Name: MICHAILIDIS NIKOS

Title: Director

Signature:

Date: May 8, 2025

