

Player Complaint Policy - Hype.Bet

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Signature

A handwritten signature in black ink is written over a circular stamp. The stamp contains the text "MORGANITE" and "CORPORATE SERVICES B.V." around a central logo.

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Policy Overview

This Complaints Policy outlines in detail the procedures for the receipt, handling, processing, and resolution of player complaints submitted to Hype.Bet. Our policy complies with the legal requirements under Article 5.3 of the National Ordinance on Games of Chance (LOK), as enforced by the Curaçao Gaming Authority (CGA), and ensures a robust internal framework to handle and resolve player disputes effectively.

We are committed to treating all complaints with seriousness, impartiality, and confidentiality. This document explains each phase of the complaint-handling process, provides definitions for relevant terms, and ensures that players understand their rights and the mechanisms available for redress. It is an integral part of our Terms and Conditions, which all players must accept during the registration process. This policy is publicly accessible through the homepage and registration portal to ensure maximum transparency and ease of access.

This Policy is an integral component of our Terms and Conditions and reflects our commitment to fair, transparent, and responsible gambling operations. It ensures every registered player has access to a structured and free complaint mechanism, supported by independent Alternative Dispute Resolution (ADR) services, with the objective of resolving complaints in a timely and impartial manner.

By registering an account and engaging with our services on www.hype.bet, you acknowledge and accept the procedures outlined in this Policy.

Definitions

To assist with clarity and consistency, the following definitions apply throughout this policy:

- **Complaint:** A written expression of dissatisfaction by a player regarding any action, omission, service, or product provided by Hype.Bet that has adversely affected the player's experience or rights.
- **Player:** An individual who has created and verified an account on the Hype.Bet platform and has engaged with our services.
- **Player Interaction:** A Player Interaction includes any form of written communication initiated by the player directed toward the Operator's customer service team. This may include queries, concerns, complaints, requests for account assistance, or feedback.
- **CGA:** The Curaçao Gaming Authority or any relevant regulatory body responsible for supervising gaming operators under Curaçao eGaming regulations.
- **ADR:** Alternative Dispute Resolution refers to a third-party, independent body designated to impartially mediate disputes between players and the operator.
- **Player Interaction:** A Player Interaction includes any form of written communication initiated by the player directed toward the Operator's customer

service team. This may include queries, concerns, complaints, requests for account assistance, or feedback.

- **Complaint:** A Complaint is a formal written expression of dissatisfaction about a gaming service, product, action, or omission by the Operator. It indicates the player expects a resolution or a justified response. A complaint, for the purposes of CGA reporting, is formally considered when the Complaint Submission Form has been completed and submitted by the player, or when it is escalated to ADR.
- **Dispute:** A Dispute refers to any unresolved Complaint that has been escalated either internally within Hype.Bet or externally to an independent third-party ADR provider or a court of law.
- **Responsible Gaming Complaint**
Any complaint that relates to issues surrounding player protection, self-exclusion, targeting of vulnerable players, enforcement of limits, and implementation of responsible gambling measures.

Complaint Resolution Process

3.1 Submission of Complaints

Complaint Window

Players may submit a complaint within six (6) months from the date of settlement of the relevant bet, transaction, or incident. In the case of peer-to-peer gaming or fixed odds betting, the period begins at settlement. Players engaging in in-play or in-running betting are advised that while the six-month window remains, certain complaint-related data may not be retrievable if submitted with delay due to the real-time nature of such bets.

Players are able to submit complaints in writing through one of the following channels:

- Live chat
- Email to support@hype.bet
- Completing the official complaint form found in Appendix 1.0

Complaints must contain the following essential details to be processed:

- Full legal name of the player
- Registered address and preferred contact information
- Player account number
- Exact date and approximate time of the incident
- A thorough and factual description of the problem
- Copies or screenshots of any supporting documentation, such as correspondence, transaction IDs, or error messages

Restrictions

Only the registered account holder may submit a complaint. As outlined under LOK Article 1.3(c), a player's rights to submit a complaint are non-transferable and cannot be

sold, assigned, pledged, or donated.

3.2 Complaint Handling Phases

Initial Review and Acknowledgement

Hype.Bet will acknowledge receipt of a complaint within one (1) business day. The response will include:

- A confirmation of receipt
- Information on the next steps
- The estimated average timeline for resolution

If more time is required due to the complexity of the issue, this will be communicated to the player.

Internal Investigation

Our support and compliance teams will conduct a detailed investigation. Depending on the nature of the complaint, technical, financial, or responsible gaming specialists may be involved. Our target is to resolve most complaints within 72 hours. If additional time is required, the player will be informed of the delay and given an expected timeline for resolution.

Decision and Player Notification

Following investigation, a comprehensive response will be provided in writing. The response will include the outcome of the investigation, any remedial actions taken, and if applicable, compensation or goodwill gestures.

Internal Escalation

If a player disagrees with the decision, they may formally escalate the matter to Hype.Bet's Compliance Department. The escalation will undergo a secondary, impartial review. The final outcome of this review will be communicated within 14 calendar days from the escalation request.

3.3 Escalation to the Curaçao Gaming Authority

Players may escalate their complaint to the CGA if:

- They are not satisfied with the final internal decision.
- They believe that the operator has breached regulatory requirements.

Instructions and links to contact the CGA are available in our Terms and Conditions and upon request from Customer Support. Hype.Bet pledges to cooperate fully and promptly with any investigations undertaken by the regulator.

3.4 Responsible Gaming Complaints

These complaints are prioritized and will be resolved within five (5) business days.

Players will receive:

- Acknowledgment within 2 days
- Clarification of processing steps
- Justification in case of delay (maximum of 2 weeks unless extended due to lack of player cooperation)

Complaints involving responsible gaming issues, such as self-exclusion, deposit limits, or suspected problematic gambling behavior, are given the highest priority. Our internal systems track all responsible gaming actions to ensure transparency and accountability.

3.5 Other Complaints

The Operator shall aim to resolve complaints within four (4) weeks. If additional time is required, an extension of up to four (4) additional weeks is permissible, provided players are informed in writing.

Complaints outside responsible gaming are categorized for specialized handling:

- **Account Issues:** Login problems, identity verification, unauthorized access
- **Technical Issues:** Website malfunctions, game interruptions, loading failures
- **Payments / Withdrawals:** Missing funds, delays in withdrawals, rejected deposits
- **Bonuses / Promotions:** Discrepancies in bonus terms, uncredited promotions
- **Customer Support:** Inadequate service, delayed replies, unprofessional conduct
- **Other:** Matters not fitting into the above categories but affecting the player's experience

Each category follows a resolution path defined by internal policy and regulatory requirements.

3.6 Response Protocols

All player communications are handled professionally, clearly, and respectfully. When a complaint is upheld, corrective actions are implemented promptly. If not upheld, detailed justification will be given to the player. Our responses will always:

- Acknowledge the player's experience
- Detail the investigation findings
- Clarify the resolution or refusal and its basis

3.7 Alternative Dispute Resolution (ADR)

If all internal and regulatory pathways are exhausted, players can turn to ADR. Hype.Bet will suggest a certified and independent ADR provider. The player may accept or reject the ADR's resolution. If accepted, the decision is binding on Hype.Bet. This pathway is available at no cost to the player and is suitable for disputes that require independent mediation. CGA does not mediate in individual disputes, if the player feels the operator is in breach of regulations that the player may contact the CGA.

Record-Keeping and Reporting

Hype.Bet securely logs all complaints, including:

- Date of submission
- Category and severity level
- Steps taken to investigate
- Final resolution and timestamps
- Copies of all communication

Records are retained for a minimum of five (5) years and made available to the CGA or auditors upon request. Internal audit teams may also review complaints periodically to ensure procedural compliance.

Policy Visibility and Terms

This Complaint Policy is published on our website in a clearly visible location. It is included in our registration workflow and available in English. Translations into other languages are available upon request. All players are required to accept this policy upon creating an account.

This Player Complaint Policy is:

- Integrated into the Terms and Conditions
- Linked from the homepage

Examples of Complaints

Examples of valid complaint topics include:

- Deposits not credited
- Delayed or denied withdrawals
- Unclear or misleading bonus terms
- Account suspensions without cause
- Failure to enforce self-exclusion
- KYC or document rejection disputes
- Alleged software malfunction
- Alleged fraud by other players

- Unfair terms and conditions
- Breach of Curaçao gaming license conditions

These examples help players understand what types of issues are valid for complaint and the importance of providing evidence.

Policy Review and Updates

This policy is reviewed on an annual basis by the Compliance Department. Updates may also be triggered by:

- Changes in regulatory frameworks
- Operational or structural changes
- Introduction of new products or technologies
- Feedback from regulators or ADR bodies

All revised versions replace and supersede prior versions immediately upon publication.

APPENDIX 1.0 – Complaint Form

Player Details:

- Full Name: _____
- Address: _____
- Account Number: _____
- Date of Complaint: _____

Complaint Description:

Complaint Type:

- ☐ Account Issues
- ☐ Technical Problems
- ☐ Payment / Withdrawal
- ☐ Bonuses / Promotions
- ☐ Responsible Gaming
- ☐ Customer Support
- ☐ Other: _____

Signature: _____

Name: _____

Date: _____