

G2TECH B.V.

**PLAYER COMPLAINTS
POLICY**

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1. Purpose and Scope

The Operator (“we”, “us”, “our”, “the Operator”) is committed to providing a fair, transparent, and efficient complaint handling process for all registered players (“you”, “your”). This Player Complaints Policy (“Policy”) explains how complaints are received, acknowledged, managed, and escalated in compliance with the *Curaçao Gaming Authority* (CGA) requirements under the National Ordinance on Games of Chance (LOK), including access to an independent Alternative Dispute Resolution (ADR) service.

This Policy is incorporated into our **Terms and Conditions** and is published on our website with a direct link in the footer.

2. Definitions

Complaint

A formal written expression of dissatisfaction by a player regarding any service, product, decision, behavior, or response of betpari.com that the player expects to be addressed or resolved.

ADR (Alternative Dispute Resolution)

An independent dispute resolution mechanism certified by the CGA that players may access if the Operator’s internal process fails to resolve a complaint satisfactorily.

Eligible Player

Only the registered account holder whose complaint relates to their own account and activity may file a complaint.

3. How to Submit a Complaint

You may submit a complaint by:

1. Emailing us at **complaints@betpari.com** with the subject line “Complaint”.
2. Using the official **Complaint Submission Form** available on our website Support page.
3. Providing clear details including:
 - Registered Username
 - Full Name
 - Complaint Date and Description
 - Relevant Supporting Documents

Languages: Complaints may be submitted in English only

4. Time Limits and Validity

To be considered valid, a complaint must:

- Be received within **six (6) months** from the date of the disputed event.

5. Complaint Handling Process

5.1 Acknowledgment

We will acknowledge receipt of your complaint within **10 business days** of submission.

5.2 Internal Review

Complaints are first handled by our internal customer support and compliance teams:

- **Responsible Gambling Related Complaints:** Target resolution within **44 business days**.
- **Other Complaints:** Target resolution within **8 weeks** from the date of acknowledgment.

In exceptional cases, with notification to you, we may extend this period once by a further **4 weeks**.

5.3 Communication

You will receive a written response outlining:

- Our decision
- Actions taken
- Any corrective steps (if applicable)

6. Escalation to Independent ADR

If you are dissatisfied with our final response, you have the right to escalate your complaint to an **independent ADR provider** certified by the CGA.

- ADR services are **free of charge** for players.
- The ADR provider will review and decide within a reasonable timeframe (typically up to **90 days**).
- All ADR costs are covered by the Operator.

The list of CGA-certified ADR providers is available on the CGA website and will be included in our Terms and Conditions and the final complaint response.

7. Record-Keeping & Reporting

We will retain all complaint records, including supporting documents and correspondence, for a minimum of **five (5) years** in accordance with regulatory requirements.

We will report complaint statistics and outcomes to the CGA on a regular basis or as otherwise mandated.

8. Confidentiality and Data Protection

All personal information collected in connection with your complaint will be processed in accordance with our **Privacy Policy** and applicable data protection laws.

9. Miscellaneous

- This Policy does not limit your legal rights under applicable law.
- The CGA does not mediate individual disputes between players and operators, though complaints about regulatory breaches may be submitted directly to the CGA at **complaints@gamingcontrolcuracao.org** (note: the CGA does not engage in individual case mediation).

10. Contact Information

If you have any questions about our KYC Policy, please contact us:

By email: kyc@betpari.com

If you have any complains about our KYC Policy or about the checks done on your Account and your Person, please contact us:

By email: complaints@betpari.com

For regulatory concerns (not individual dispute mediation):

Curaçao Gaming Authority

Email: **complaints(at)gamingcontrolcuracao.org**

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Date: 23rd day of December 2025



Diana Bober
Director G2Tech B.V.