

Complaints report Entertainment Art

Reporting period 15th June 2025 – January 15th 2026

A Complaint is a written expression of dissatisfaction by a player relating to our services, decisions, terms, or conduct, which indicates the player is unhappy and expects a response or resolution. For the purpose of Reporting requirements (Clause 6), a complaint is when a Complaint Submission Form (Clause 3.2 paragraph 3) has been submitted by the player to us and/or a complaint has been escalated to ADR. Complaint Submission Form is available to all our customers in our terms and conditions under complaint section and is available in all the languages of the areas that we operate as well as in the English language.

Following is the total report encompassing operations that are operated by **Entertainment Art BV**.

In reporting period from 15th June 2025 – January 15th 2026 we've received a total of **0** complaints that were following the definition that is set for a Complaint.

Below are the specific types of complaints per type and actions taken:

Total number of complaints: 0

Total number of settled complaints (upheld and rejected): 0

Number of pending or unresolved complaints: 0

Number of complaints by category: 0

Number referred to ADR: 0

Number and detail of complaints for which a player has taken legal action: 0

Sandi Marinic

