PLAYER COMPLAINTS POLICY

Effective Date: 28.01.2026

Operator: GB Tech Services N.V.

Website: goplay365.com; ienabet.com; dice365.live; betx360.live; turn.bet
License Authority: Curaçao Gaming Authority (CGA)
Legal Basis: Article 5.3 – National Ordinance on Games of Chance (LOK)

License: OGL/2024/114/0135

1. Purpose and Scope

This Player Complaints Policy ("Policy") sets out the **independent and standalone framework** by which **GB Tech Services N.V.** ("the Operator") receives, handles, resolves, and records player complaints and disputes.

This Policy is **separate from the Terms & Conditions** and is adopted in full compliance with the **Curaçao Gaming Authority Player Complaints Policy standards**.

2. Definitions

Player Interaction
Any written communication from a player to the Operator.

Complaint
A written expression of dissatisfaction by a player relating to the Operator's services, conduct, decisions, terms, or game outcomes, where a response or resolution is expected.

Dispute
A complaint not resolved through the internal complaints process and escalated to an Alternative Dispute Resolution (ADR) provider or legal authority.

3. Complaint Submission

3.1 Who May Submit

- Only the **registered account holder** may submit a complaint.
- Complaints are submitted **free of charge**.

3.2 Time Limit

- Complaints must be submitted **within six (6) months** from:
    - bet settlement, or
    - the date of the disputed incident.

4. How to Submit a Complaint

Players may submit complaints via:

- Email or live chat with Customer Support; and
- The **Official Complaint Submission Form**, available on the website.

The Complaint Submission Form includes:

- Player's full name and address
- Account username / ID
- Date of complaint and disputed event
- Description of the complaint
- Supporting documentation (if applicable)

The form is available in **English and the language of the website**.

5. Complaint Handling Process

5.1 Acknowledgement

- Written acknowledgement of receipt
- Explanation of the process
- Estimated resolution timeframe

5.2 Resolution Timelines

Responsible Gaming Complaints

- Prioritized
- Best efforts resolution within **5 business days**
- Maximum extension: **2 additional weeks** with written notice

All Other Complaints

- Initial response within **4 weeks**
- One extension of **up to 4 weeks** with written notice

5.3 Final Decision

All complaints receive a **written final decision**, including:

- Reasoned outcome; or
- Grounds for rejection; and
- Information on escalation to AD

6. Alternative Dispute Resolution (ADR)

If unresolved internally, the player may escalate the complaint to a **CGA-certified ADR provider**, free of charge.

- ADR costs are borne by the Operator
- Only one ADR procedure per dispute
- ADR details are published in the Terms & Conditions
- Legal rights are not restricted unless agreed under ADR rules

7. Role of the Curaçao Gaming Authority

- CGA **does not adjudicate individual complaints**
- CGA supervises regulatory compliance
- Players may contact CGA for:
    - regulatory breaches
    - whistleblowing
    - license concerns

8. Use of Artificial Intelligence

- AI may assist in complaint handling
- **Responsible Gaming** and **complex complaints** are handled by human staff
- AI decisions are monitored for consistency and fairness

9. Record-Keeping & Reporting

The Operator will:

- Maintain complaint records for up to **5 years**
- Submit biannual reports to the CGA (15 January / 15 June)
- Provide records to CGA upon request

10. Policy Accessibility

This Policy:

- Is published as a **standalone document**
- Is accessible from the website
- Is referenced (but not duplicated) in the Terms & Conditions

11. Review

This Policy is reviewed regularly to ensure continued CGA compliance.