

At betkudos.com, we are committed to providing a transparent, fair, and safe gaming experience. In accordance with **Article 5.3 of the National Ordinance on Games of Chance (LOK)** and the requirements of the **Curacao Gaming Authority (CGA)**, this Complaints Policy outlines the procedure for submitting, handling, and escalating player complaints.

Complaints Procedure

First Line of Support

If you are dissatisfied it is expected of you to reach out to our customer support team via live chat or email, where the customer support team will be willing to help find a quick resolution for the issue you may be experiencing.

You can talk to our Customer Support department via Live Chat

Or if you prefer you can email us to email us at support@betkudos.com.

The Customer Support Department will exhaust all avenues available to them in order to solve any issues. In cases where you feel that no resolution has been reached, the case can be escalated to the Customer Support Management or Player Complaints Team.

Alternatively, if no resolution has been reached you may escalate the dispute to our appointed ADR which is free of charge and authorized by the CGA.

Submitting a Complaint

If you are not satisfied with a specific incident or experience with including but not exclusive to: the services, products, promotions and/or other issues and that have not reached resolution through the Customer Service Department or our Complaints Team ; you can submit a complaint within six (6) months of the relevant incident. For peer-to-peer games (e.g., poker) or ante-post fixed odds betting, the six-month period begins upon resolution of the event.

Complaints must be submitted via:

- filling this form (PDF/Word) to be emailed to [\[complaints@betkudos.com\]](mailto:complaints@betkudos.com)

You can add supporting documents and all relevant information to help speed the resolution of your complaint.

Complaint Handling

Acknowledgement

Within **7 days** of receiving your complaint, we will:

- Acknowledge receipt of your complaint
- Confirm how the complaint will be handled
- Provide an estimated resolution timeline

Resolution Timeline

We aim to resolve all complaints within 7 business days but note that your case resolution may take up to 4 weeks depending on the complexity of your case. In exceptional circumstances, we may extend this period by **up to an additional 4 weeks**, but in any case, we will always keep you updated with the progress of your case.

Once a resolution has been reached, we will inform you of the outcome.

A written final decision will be issued with either:

- A reasoned outcome, including supporting evidence
- An explanation of why the complaint could not be handled

If we require more information to process your complaint, we will request it within the initial 4-week period. Please note that if the information is not provided, we may close or reject the complaint. You agree to provide us with all information and documentation reasonably requested by the Player Complaints Team in a timely manner to enable resolution within the specified timeframes. If the required information is not provided within four (4) weeks of the request, the complaint will be considered unresolved or rejected and the case will be closed. Following closure, you may initiate a new complaint, provided that all necessary information to support the case is submitted.

Alternative Dispute Resolution (ADR)

If a complaint cannot be resolved by us:

- You may escalate the matter to this independent **Curacao Gaming Authority Approved, Alternative Dispute Resolution provider, free of charge.**
- For your ease of access our ADR contact details are included in this Policy and in our General Terms & Conditions.

Please be advised that while the complaint is under review by the ADR, we will not provide updates or respond to further correspondence from you regarding the case, as we are obliged to await the ADR's final determination. You will be informed by the ADR of any information required from you and/or their ruling on the case in due time. Also, please note that the outcome issued by the ADR is final. Accordingly, we will consider the complaint closed and will not entertain any requests to revisit or reopen the matter, regardless of if you are in disagreement with the ADR's decision.

This does not affect your rights to seek further legal advice.

Authority Escalation

The **Curacao Gaming Authority (CGA)** does **not** intervene in individual gambling disputes. However, if you believe we have breached regulations, you may file a report using the CGA's Online Form on their official website.

Grounds for Complaint

Players may submit complaints related to (but not limited to):

1. Deposit or withdrawal issues
2. Bonus terms and disputes
3. Account restrictions or closures
4. Game errors or outcome fairness
5. Responsible gambling measures
6. Handling of player balances
7. KYC and verification delays
8. Data protection concerns
9. Technical or software issues
10. AML/CFT concerns
11. Minor involvement
12. Fraudulent practices or games
13. Breach of licensing or regulatory obligations

General Provisions

Transparency

All parties involved in the dispute will be kept informed of the progress and outcomes.

Good Faith Resolution

betkudos.com will make every effort to resolve disputes amicably and professionally.