

Formal Complaint Form

Operated by Bridge Technologies B.V. | Licence OGL/2024/431/0231

Before completing this form

Please complete this form only if your issue has not been resolved by our Customer Support team at support@xxx.com or via xxx. On receipt of a completed form, you will be issued with a unique complaint reference number. Standard complaints are acknowledged within 7 calendar days and resolved within 4 weeks. Responsible-gaming complaints are prioritised and acknowledged within 2 calendar days. Submit your completed form to complaints@xxx.com.

FOR OFFICE USE ONLY

DATE RECEIVED

COMPLAINT REFERENCE NO.

1. PLAYER INFORMATION

FULL NAME (AS REGISTERED)

ACCOUNT ID / USERNAME

DATE OF BIRTH

REGISTERED EMAIL ADDRESS

CONTACT TELEPHONE (OPTIONAL)

COUNTRY OF RESIDENCE

PRIMARY ACCOUNT CURRENCY

2. COMPLAINT TYPE

Please tick the option that best describes your complaint. Responsible-gaming complaints are prioritised.

- Standard complaint (e.g. account, bet settlement, withdrawal, bonus)
- Responsible-gaming complaint (self-exclusion, deposit limits, addiction-related)
- Payments — deposit, withdrawal, chargeback or fiat transaction (note: 30-day window under Clause 7.11)
- KYC / Verification
- Other (please specify in Section 4)

3. INCIDENT DETAILS

DATE OF INCIDENT OR BET SETTLEMENT

TRANSACTION / BET / GAME REFERENCE

AMOUNT IN DISPUTE (IF ANY) & CURRENCY

DATE FIRST RAISED WITH CUSTOMER SUPPORT

Formal Complaint Form (continued)

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4. DESCRIPTION OF COMPLAINT

PLEASE DESCRIBE WHAT HAPPENED IN YOUR OWN WORDS

5. OUTCOME YOU ARE SEEKING

WHAT RESOLUTION ARE YOU ASKING US TO PROVIDE?

6. SUPPORTING DOCUMENTS

Please attach any documents that support your complaint (e.g. screenshots, transaction hashes, Chat Support transcripts, emails). List below the documents you are attaching. Documents may be sent as attachments to complaints@xxx.com quoting your name and account ID.

LIST OF ATTACHED DOCUMENTS

7. DECLARATION

I confirm that the information provided in this form is true, accurate, and complete to the best of my knowledge. I understand that the matter will be handled in accordance with Clause 13 of the xxx Terms & Conditions, and that I may escalate the matter to Resolvo Curaçao (the independent ADR provider) at www.resolvocuracao.com if I am not satisfied with the outcome.

SIGNED (NAME IN FULL)

DATE