

Complaint Submission Form

This form is to be used by players for the formal submission of a complaint, in accordance with the Player Complaints Policy. Please complete all fields accurately. Attach supporting documentation as necessary.

1. Complainant Information

Full Name: _____
Address: _____
City & Country of Residence: _____
Email Address: _____

2. Account Details

Username / Account Number: _____
Platform / Website Name: _____

3. Complaint Details

Date of Complaint Submission: _____
Date of Incident or Disputed Event: _____
Select Complaint Category (check one or more):

- ☐ Deposit issues
- ☐ Withdrawal issues
- ☐ Bonus terms and conditions
- ☐ Account closures or restrictions
- ☐ Alleged unfair game outcome
- ☐ Responsible gaming
- ☐ KYC and Verification
- ☐ Data Protection
- ☐ Technical/Software issues
- ☐ AML concerns
- ☐ Minor involvement
- ☐ Fraudulent games
- ☐ Fraudulent practices
- ☐ License or regulation issues
- ☐ Other: _____
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4. Description of Complaint

Provide a clear description of the issue being raised:

5. Supporting Documentation

List and attach all documents relevant to this complaint (screenshots, emails, receipts, etc.):

6. Declaration

I confirm that the information provided above is true and complete to the best of my knowledge. I understand that false or misleading submissions may result in my complaint being rejected.

Signature: _____ Date: _____