



## Complaints Handling Procedure

Step 1) The majority of queries can be dealt with easily by contacting our Customer Support representatives. They will be able to access your gaming transactions and explain the payouts. We always try to take a fair and sensible approach in dealing with problems and will use discretion as our way of recognising the value and loyalty of our business.

Step 2) If, having spoke to a member of the team, your query is not resolved, you can ask for it to be escalated. A second member of our team will at the query in detail and contact you with a resolution as soon as possible.

We will always try and resolve your query within the shortest possible time-frame. On most occasions we will be able to respond within 48 hours but that time-frame where the investigation is more complex or involves discussions with third parties. We will let you know if this applies in your case. You can track the status of an investigation at any time by contacting customer support.