

Complaints Policy

Last updated: 05.08.2025

1. Policy Overview

This Complaints Policy outlines the framework for managing player complaints and disputes and ensures a fair, transparent, and efficient process, including access to free alternative dispute resolution (ADR) services.

This Policy forms part of the Terms and Conditions.

chexx.bet is owned and operated by Continent Gaming N.V., a limited liability company registered in Curacao with company registration number 159857, with registered address at Zuikertuintjeweg Z/N (Zuikertuin Tower), Curacao (“Company”), that is licensed and regulated by the Curaçao Gaming Authority to offer games of chance under license number OGL/2024/1332/0669.

Continent Gaming N.V. hereinafter referred to as “Company”, “We”, “Us”, “Our” or “CHEXX” and the Player and the registered Account Holder shall be referred to as “You”, “Yours”, “User”, “Player” or “Account Holder”, as and where appropriate.

2. Definitions

- 1) **Player Interaction:** Any written communication initiated by a player regarding Our services.
- 2) **Complaint:** A written expression of dissatisfaction requiring a response or resolution.
- 3) **Dispute:** A complaint not resolved internally and escalated to an ADR provider or legal authority.
- 4) **Registered Player:** A natural person who has completed the registration process and holds an active account with the CHEXX, and who is thereby entitled to make complaints under this Policy.
- 5) **Responsible Gaming Complaint:** A complaint involving issues of player protection, including but not limited to self-exclusion, targeting of vulnerable individuals, delays or failures in applying cooling-off periods, or other concerns under the Responsible Gaming policy.

- 6) Alternative Dispute Resolution (ADR): A process involving the impartial and independent resolution of disputes between a player and the CHEXX by an external entity that is certified by the Curaçao Gaming Authority (CGA) for such purpose.
- 7) Curaçao Gaming Authority (CGA): The supervisory body responsible for licensing, monitoring, and enforcing compliance under the National Ordinance on Games of Chance (LOK).
- 8) Complaint Submission Form: The official form made available by Us for players to submit formal complaints.
- 9) Escalation: The process of transferring a complaint from one resolution stage to another, such as from customer support to formal internal review or from Us to an ADR provider.
- 10) Resolution Period: The maximum allowable timeframe for Us to respond to or resolve a complaint, as established in this Policy, subject to limited extensions under specific conditions.

3. Rights and Obligations

1) Players have the right to:

- Submit complaints free of charge within six (6) months of the relevant event.
In the case of P2P betting (e.g. poker) or fixed odds ante-post betting, the six-month period starts from the time the bet is settled, or the specific event is completed, not from the time it is placed.
In the case of complaints about in-play betting, customers have six months to lodge a complaint, but urgent action may be required if the investigation depends on data relevant to the complaint which – due to the nature of in-play betting – may become unavailable within a short period of time, as the CHEXX cannot reasonably be expected to retain such data any longer.
- Receive acknowledgment of their complaint within the regulatory timeframes.
- Be informed about complaint handling procedures and expected timelines.
- Escalate unresolved matters to an independent ADR provider, free of charge.
- Seek further legal recourse were permitted under applicable law.
- Contact the CGA in case of regulatory violations or license breaches.

2) The CHEXX is obligated to:

- Maintain an effective, transparent, and accessible complaints process.
- Respond to all complaints within regulatory deadlines.
- Offer at least one certified ADR provider and ensure accessibility to ADR.
- Include a Complaint Submission Form.
- Maintain complete and secure records of all complaints for the required retention period.
- Submit regular reports to the CGA as required by the LOK.

4. General Complaint rules

- 1) Players may submit complaints up to six months from the settlement of the relevant bet or incident.
- 2) For in-running bets or data-sensitive cases, earlier submission is recommended due to potential data loss.
- 3) Only the Registered Player may file a complaint.
- 4) First-level support may be available via email: support@chexx.bet
- 5) An official Complaint Submission Form is available below in this Policy.

5. Complaint Handling and Resolution

- 1) The CGA does not mediate or decide individual complaints. Players may contact the CGA to report malpractice or license breaches.
- 2) Complaints that involve responsible gaming concerns - such as issues related to self-exclusion, targeting of vulnerable players, or failure to implement protective measures - are treated with priority due to their potential impact on player welfare. Within two days of receiving a complaint, We will:
 - Confirm receipt of the complaint in writing.
 - Provide an explanation of how the complaint will be processed.
 - Provide notice of the average timeline for resolution of such complaints.If resolution requires more time, the player must be informed, and the extended period should not exceed fourteen (14) days unless the delay is caused by lack of cooperation or incomplete information from the player.
- 3) For all other types of complaints, We will acknowledge receipt within seven (7) calendar days of submission. We will assess the complaint and aim to provide a final resolution within four (4) weeks. If additional time is needed due to complexity or missing information, We may extend the resolution period once, for up to four (4) additional weeks, provided that the player is notified in writing.
- 4) Following the review of the complaint, We shall issue a final decision in writing. This decision must contain either a reasoned assessment and outcome with supporting evidence, or a clear explanation for rejecting the complaint. If further information from the player is needed to complete the assessment, We will request it within the initial four-week resolution period. If the player does not respond in time, We may consider the complaint closed.
- 5) We may use artificial intelligence (AI) to support complaint handling processes considering all requirement provided by current legislation.

6. Alternative Dispute Resolution (ADR) – will be available soon.

- 1) The players will be entitled to escalate the issue to an ADR provider if they are dissatisfied with the outcome.
- 2) The CHEXX undertakes to enter into a binding agreement with at least one independent Alternative Dispute Resolution (ADR) provider, certified by the Curaçao Gaming Authority (CGA), as soon as the official list of approved ADR entities is published by the CGA.
- 3) ADR services will be offered to players free of charge, and all costs associated with the ADR procedure will be borne by the CHEXX. Players will be entitled to escalate unresolved complaints to the designated ADR provider, and once the ADR process has commenced, it cannot be restarted with a different ADR entity.
- 4) Should the player withdraw from the ADR process after initiation, the complaint may be deemed closed and not subject to re-submission.
- 5) We will establish reasonable parameters around the use of ADR—such as minimum claim thresholds or the binding nature of decisions.
- 6) Nothing in this section shall limit the player’s right to pursue further legal action, unless otherwise mutually agreed with the ADR provider under applicable terms.

7. Record-Keeping and Reporting

- 1) The CHEXX must submit reports to the CGA based on complaints submitted to the CHEXX by players using the Complaints Submission Form.
- 2) Records of unresolved complaints and/or complaints that have been escalated to ADR or legal proceedings will be kept for the lesser of five years or the relevant time stipulated by data protection, statute of limitations or other relevant laws or guidelines.

8. Grounds for Complaint

- 1) The player has the right to make a complaint regarding any part of their relationship with the CHEXX, or any incident related to their participation in a game of chance. This includes (but is not limited to):
 - Deposit issues
 - Withdrawal issues
 - Bonus terms and conditions
 - Account closures or restrictions
 - Alleged errors or unfairness in game outcomes
 - Responsible gaming issues
 - Treatment of player balances
 - KYC and Verification

- Data Protection
- Technical or Software issues
- AML concerns
- Issues with minors
- Fraudulent games
- Fraudulent practices
- License or regulation
- Unfair terms and conditions

9. Complaint Submission Form

For registered players of <https://chexx.bet/>

Please complete all applicable fields in English or in the language of the website used. Incomplete forms may result in delays in handling your complaint.

Please send the completed form to our email support@chexx.bet

Complainant Details

Full Name: _____

(As registered on your gaming account)

Residential Address: _____

City / Town: _____

Postal Code: _____

Country of Residence: _____

Email Address: _____

(Used for account registration)

Phone Number (optional): _____

Account Information

Username / Account Number (if applicable): _____

Complaint Timing

Date of Complaint Submission: _____
(DD/MM/YYYY)

Date of Disputed Event / Issue: _____
(DD/MM/YYYY)

Complaint Category

Please select the category that best describes your complaint:

- Deposit issues
- Withdrawal issues
- Bonus terms and conditions
- Account closure or restriction
- Alleged game error or unfair result
- Responsible gaming/self-exclusion
- Player balance concerns
- KYC / verification process
- Data protection / privacy issue
- Software / technical malfunction
- Anti-money laundering concerns
- Underage gambling
- Fraud or manipulation
- Other regulatory breach
- Other (please specify): _____

Complaint Description

Please provide a clear and detailed description of the issue, including any relevant facts, communications with customer support, and the resolution you are seeking. Attach documents if needed.

Supporting Documents (if any)

Please attach any relevant screenshots, email correspondence, transaction history, or other files.

Declaration

I confirm that I am the registered holder of the gaming account identified above. I declare that the information provided in this form is accurate and complete to the best of my knowledge.