

Complaint Submission Form – Lotteryworld.com

Instructions:

- Use this form if your issue could not be resolved by Customer Support.
- Submitting this form is free of charge.
- Submit within 6 months of the disputed incident or bet settlement.
- Email the completed form and supporting documents to complaints@lotteryworld.com.
- We'll acknowledge receipt within the timelines stated in our Player Complaints Policy and aim to resolve most cases within 3 business days (average).
- We may request only the information reasonably necessary to resolve your complaint.

1) Player details (required)

Full name: _____

Residential address:

Place of residence (city, country): _____

Email address: _____

Username (if applicable): _____

Preferred contact number (optional): _____

Date of birth: _____

2) Complaint details (required)

Date of this complaint (DD/MM/YYYY): _____

Date & time of the disputed event (incl. time zone):

Product / channel:

☐ Lottery / draws

☐ Website

☐ Mobile web

☐ App

☐ Other:

Category (select one or more):

- | | |
|--|---|
| <input type="checkbox"/> Deposit | <input type="checkbox"/> Data protection |
| <input type="checkbox"/> Withdrawal | <input type="checkbox"/> Technical / software issue |
| <input type="checkbox"/> Bonus / promotions / T&Cs | <input type="checkbox"/> AML concern |
| <input type="checkbox"/> Account closure or restriction | <input type="checkbox"/> Issue with minors |
| <input type="checkbox"/> Responsible gaming | <input type="checkbox"/> Fraudulent games / practices |
| <input type="checkbox"/> Game / draw outcome error or unfairness | <input type="checkbox"/> Licence / regulation |
| <input type="checkbox"/> Player balances | <input type="checkbox"/> Unfair T&Cs |
| <input type="checkbox"/> KYC / verification | <input type="checkbox"/> Other: |

Relevant reference(s), if known (e.g., ticket ID, transaction ID, draw number, game ID, time stamps):

Describe what happened and the resolution you are seeking (attach extra pages if needed):

3) Supporting documents (attach as applicable)

- | | |
|--|---|
| <input type="checkbox"/> Screenshots / screen recordings | <input type="checkbox"/> Transaction receipts / payment confirmations |
| <input type="checkbox"/> Ticket / draw confirmations / game logs (IDs and time stamps) | <input type="checkbox"/> Correspondence (email/chat) |
| <input type="checkbox"/> KYC documents (only if requested) | <input type="checkbox"/> Other: |

4) Responsible Gaming (complete if relevant)

- ☐ My complaint relates to Responsible Gaming (e.g., self-exclusion, affordability, vulnerability, time-outs, or interaction).

Details:

Note: Responsible Gaming complaints receive priority handling. We use best efforts to resolve within 5 business days, acknowledge within 2 days, and any extension is capped as per our Policy.

5) Declarations & acknowledgements (required)

1. I am the registered player for the account in question and the information provided is true and accurate to the best of my knowledge.
2. I understand that, under the LOK, any claim against a CGA-licensed operator cannot be sold, donated, rented, leased, pawned or pledged.
3. I authorise Go East B.V. to review my account data and to contact me for information reasonably necessary to resolve this complaint.
4. I understand that if my complaint is not resolved to my satisfaction internally, I may escalate it to Independent Alternative Dispute Resolution (ADR) free of charge.
5. I understand (as stated in the Terms & Conditions) that: (a) ADR is a precondition to legal action; (b) ADR outcomes are binding on the player, subject to applicable law and ADR provider terms; and

(c) ADR is one-time only (once completed it cannot be recommenced with another ADR provider; dropping out after ADR begins should not allow resurfacing later).

6. I acknowledge that the Curacao Gaming Authority (CGA) does not decide individual transactional complaints, but I may contact the CGA about potential regulatory breaches or malpractice.

Signature (typed name if submitting electronically):

Date (DD/MM/YYYY): _____

6) How to submit

1. Save this form (or print and scan).
2. Email the completed form and attachments to complaints@lotteryworld.com using subject line: "Complaint – [Your Name] – [Account/Username] – [Date]".
3. Keep copies of your submission for your records.

7) Privacy notice

We process your complaint data in accordance with our Privacy Policy and applicable data-protection laws. We retain unresolved and escalated (ADR/legal) complaint records for the lesser of five (5) years or the period required by law. We may share relevant information with our ADR provider and, if appropriate, the CGA, solely for complaint resolution and regulatory purposes.

For Operator Use Only (internal)

Reference no.: _____

Date received: _____

Acknowledgement sent (date): _____

Handler/team: _____

Category: _____

Status:

☐ Open

☐ Info requested

☐ On hold

☐ Closed

Outcome:

☐ Upheld

☐ Partially upheld

☐ Rejected

Resolution summary / evidence:

☐ ADR referral

Date: _____

Closure date: _____