

500 Casino — Official Complaint Submission Form

Perfect Storm B.V. · Curaçao Chamber of Commerce no. 150536 · Korpuraalweg 10, Willemstad, Curaçao · Licensed and regulated by the Curaçao Gaming Authority (CGA), Online Gaming License No. OGL/2024/1354/0882

Before using this form: please contact our support team first via the live chat on 500.casino or by e-mail to support@500.casino — most issues are resolved there. Use this form if support has not resolved your issue, or if you wish to lodge a formal complaint. Complaints may only be made by the registered account holder, free of charge, within six (6) months of the settlement of the bet or the incident concerned. Completed forms can be submitted online at 500.casino/complaints or e-mailed to support@500.casino.

1. Your details

Full name	
Residential address	
Country / place of residence	
500 Casino username / account ID	
E-mail address registered on the account	
Preferred contact method and language	

2. About the complaint

Date of this complaint	
Date of the event you are complaining about	
Reference numbers, if available (transaction ID, game round ID, bonus code, support ticket number)	
Have you already contacted 500 Casino support about this? If yes, when, and what was the outcome?	

Category of the complaint — tick all that apply:

☐ Deposit	☐ Withdrawal / payout delay
☐ Bonus or promotion terms	☐ Account closure, suspension or restriction
☐ Game outcome / alleged error or unfairness	☐ Responsible gambling (self-exclusion, cooling-off, limits, vulnerable-player concern)
☐ Identity verification (KYC) / documents	☐ Player balance or funds
☐ Data protection / privacy	☐ Technical or software issue
☐ Cryptocurrency deposit or withdrawal	☐ Marketing or communications
☐ Other (please describe)	

Description of what happened — please give the facts in the order they occurred, including amounts and currencies	
What outcome are you seeking?	

Supporting documents attached (screenshots, e-mails, transaction records) — please list	

3. Declaration

I confirm that I am the registered holder of the 500 Casino account named above, that the information given in this form is true and complete to the best of my knowledge, and that I have read the Complaints Policy at 500.casino/complaints. I understand that 500 Casino may ask for reasonable additional information or documents to resolve my complaint, and that my personal data will be processed for the purpose of handling this complaint in accordance with the Privacy Policy and retained in the complaint register as required by the Curaçao Gaming Authority.

Signature (typed name is sufficient for e-mail submission)	
Date	

What happens next

- We confirm receipt in writing within one (1) week — within two (2) days for responsible gambling complaints — and explain how the complaint will be handled.
- You receive a reasoned written response within four (4) weeks; where the matter is complex we may extend this once by up to four (4) weeks and will tell you in writing. Responsible gambling complaints are handled by a person, not by automated means, and we aim to resolve them within five (5) business days.
- If you are not satisfied with our final response, you may refer the matter free of charge to Resolvo, the independent alternative dispute resolution provider certified by the Curaçao Gaming Authority: Hydraweg 3, Curaçao · www.resolvocuracao.com · info@resolvocuracao.com · +599 9675 3176. Resolvo's decision is binding on 500 Casino. Once an ADR process is completed it cannot be restarted with another ADR provider.
- The Curaçao Gaming Authority does not mediate in individual disputes, but if you believe 500 Casino is in breach of its regulatory obligations you may contact the CGA at portal.cga.cw. Nothing in this procedure limits your right to bring the matter before the competent courts of Curaçao.

For internal use — complaint reference: _____ Received on: _____ Channel: ☐ online form ☐ e-mail ☐ post Category: ☐ RG
☐ other Acknowledged on: _____ Handler: _____