Complaint Submission Form

Please complete this form in full to submit an official complaint to Progress Path Co N.V. This form ensures that we receive all necessary information to process your complaint efficiently and in accordance with our **Player Complaints Policy**.

Important: This form is for official complaints only. For general inquiries, feedback, or requests for information/assistance, please contact our customer service team via email or live chat.

Section A – Complainant Details

Full Name: _____

Residential Address: _____

Place of Residence (if different):

_____

Email Address: _____ Phone

Number (optional): _____

Section B – Account Information

Username / Account Number:

_____

Email Registered to the Account:

_____

Section C – Complaint Information

Date of Complaint Submission: ____ / ____ / _____

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

(DD/MM/YYYY)

Category of Complaint

☐ Account Access / Security

☐ Bonus / Promotion Dispute

☐ Deposit / Withdrawal Issues

☐ Game Malfunction or Error

☐ Responsible Gaming / Self-Exclusion

☐ Customer Service Complaint

☐ Fraud / Cheating

☐ Other: _____

Description of Complaint

Please provide a clear and detailed description of your complaint, including all relevant facts, dates, times, and any interactions with our customer service team related to this issue. The more information you provide, the better we can assist you.

_____

_____

_

_____

_

_____

_____

_

_____

Section D – Supporting Documentation

Please attach or upload relevant files (e.g., screenshots, chat transcripts, transaction confirmations, etc.).

List of attached files (if any):

Section E – Declaration

I confirm that the information provided above is accurate and truthful to the best of my knowledge.

Typed Signature: _____

Date: ____ / ____ / _____ (DD/MM/YYYY)

Submission Instructions

You may submit this form by one of the following methods:

• Email: contact@holyspin.com