**Complaint Submission Form**

Please complete all sections of this form in full. All information provided must match the details registered on your customer account. Incomplete submissions may delay the processing of your complaint.

Section 1: Customer Information

Username (as registered):

First Name:

Surname:

Account Number (if applicable):

Email Address (linked to account):

Contact Number:

Address:

City/Town: Postal Code:

Country of Residence:

Section 2: Complaint Details

Date of Complaint Submission: / /

Date of Incident Being Reported: / /

Category of Complaint *(Please select one or more)*:

* Deposit Issues
* Withdrawal Issues
* Bonus Terms and Conditions
* Account Closure/Restrictions
* Game Outcome or Error
* Responsible Gaming
* Customer Balance Handling
* Transaction History or Bet Settlement Accuracy
* KYC/Verification
* Data Protection
* Technical or Software Issues
* AML Concerns
* Minor Involvement
* Fraudulent Games or Practices
* License or Regulation Concerns
* Unfair Terms and Conditions
* Unauthorised Account Access / Security Breach
* Other (please specify):

Section 3: Description of Complaint

Please provide a clear and detailed explanation of your complaint, including all relevant facts, context, and supporting information (attach additional documents/screenshots if applicable.)

By submitting this form, I confirm that the information provided above is accurate and complete to the best of my knowledge, and that I am the registered account holder associated with this complaint. I understand that 10bet will review this complaint in accordance with its Customer

Complaints Policy and may request additional information if required. I further confirm that I have read and explicitly accept the terms of the Customer Complaints Policy.

Signature:

Date:

/ /