

## **PURPOSE**

The purpose of this Complaint Handling Procedure is to inform our customers of how they can contact us in relation to any complaint they may have about the services we provide. The procedure outlines how we will address their complaint and what options are available to the customer should they not be satisfied with the outcome of their interaction with us in relation to their complaint and the options available to them at all points in the procedure.

## **THE PROCEDURE AIMS TO PROVIDE INFORMATION ON THE FOLLOWING:**

1. How to contact FantasyBet
2. How to make a complaint
3. How we will handle your complaint
4. How to seek an independent review of your complaint

## **CUSTOMER COMPLAINT- HANDLING PROCEDURE**

### **HOW TO CONTACT FANTASYBET**

Opening Hours:

FantasyBet's Customer Service Team is available from 8am – 11pm on all business days. Outside these hours, the customer service may be limited.

### **COMMUNICATIONS CHANNELS:**

You can contact our Customer Service Team by either:

1. E-mail: [support@fantasybet.com](mailto:support@fantasybet.com)
2. Direct message (DM) on [Facebook](#) or [Twitter](#)

### **RESPONSE TIME COMMITMENT**

FantasyBet's Customer Service Team will respond to your complaint as quickly as possible and not later than within one business day of your complaint. At this point the Complaint Handling Procedure commences for the customer.

### **INFORMATION RELATING TO PROGRESS OF A COMPLAINT**

FantasyBet shall keep the customer informed at regular intervals of the progress of the complaint giving an estimation of the time needed to investigate and resolve the complaint.

## INDEPENDENT ADJUDICATION

Fantasybet is registered with IBAS (Independent Betting Adjudication Service) for independent adjudication where a customer's complaint cannot be resolved to the satisfaction of all parties by Fantasybet's Customer Service Team.

<http://ibas-uk.com/registeredOperators.php?start=e-f&bookId=1158>

## STATUTORY RIGHTS

Please note that the customer's statutory rights are not affected by this Complaint Handling Procedure.

## CUSTOMER COMPLAINT

### HANDLING PROCEDURE

Stage	Customer Action	Fantasybet Action	Target Response Time
1	Customers sends email to Fantasybet support	Fantasybet acknowledge email and estimate response time to settle this complaint.	As soon as possible and always within 1 business day
2		Our CS will make an investigation into the complaint and on the basis of the complaint, it might require further input from other departments	Within 2 business days
3	Customer Disputes	Any Dispute is escalated to the Customer Service Manager for Review; Customer Service Manager reviews the customer's original complaint. After, Customer Service Manager may contact the customer for further information in relation to the original complaint; Customer Service Manager makes a determination on the basis of all information provided	Within 3 business days

4	Intervention of CS Manager	Customer Service Manager escalates the dispute to the Chief Operations Officer (COO) for review; COO reviews all documentation and correspondence relating to the original complaint and subsequent determinations; COO makes a final determination;	Within 3 working days
5	Customer disputes the COO determination	Customer Service Manager informs the customer as to how to lodge a case for review with IBAS (Independent Betting Adjudication Service). FantasyBet will review it's determinations on the basis of the outcome of any IBAS adjudication	Within 2 business days

## **HANDLING PROCEDURE**

### **HOW TO SEEK INDEPENDENT ADJUDICATION ON YOUR DISPUTE**

Fantasybet is registered with IBAS for independent adjudication services. Once your dispute has exhausted Fantasybet's Complaint Handling Procedure, all Fantasybet customers have the opportunity to seek an adjudication by IBAS.

You can submit a case for review by IBAS at [www.ibas-uk.com](http://www.ibas-uk.com) or you can call IBAS on +44 (0) 207 347 5883 to request a case submission form.