

COMPLAINTS POLICY AS AVAILABLE ON OUR WEBSITE AND MOBILE SITES

Our internal complaints policy

1. If you are unhappy about any aspect of our services, we encourage you to raise a complaint as soon as possible and, in any event, within six months of the date of the incident.
2. If you have a complaint about any aspect of our services, please contact our customer service at help@footstock.com.
3. We accept customer complaints made in person, either spoken or written, over the telephone, via email or via third party intermediaries or support tools such as the Resolver web tool.
4. When making a complaint, please provide us with as much detail as possible about what has caused your complaint so that we can consider it as quickly and efficiently as possible. Please include the following details (as applicable): a description of the incident, the date on which the incident took place, details of any conversations with our staff and any additional information that might be useful when evaluating the case.
5. We will provide you with an acknowledgement of your complaint within 24 hours.
6. We will provide you with a copy of our Complaints Policy to you on request.
7. On receipt of your complaint we will evaluate your case taking into account all of the information that you have provided and any additional information from our internal systems that is available to us and relevant to your case. After evaluation, if we are able to resolve your complaint easily, we will inform you of our decision via email or other channel of communication. If we are unable to resolve your complaint easily, we will redirect your complaint to our formal complaints policy and our head of compliance will evaluate your case and respond to you directly via email.
8. If you are not satisfied with our response to your complaint, then upon your request, you may make a formal complaint through our complaints policy by sending an email to help@footstock.com or compliance@footstock.com. Your complaint will then be escalated to the head of compliance. The head of compliance will evaluate your case and respond to you directly via email. If you are not satisfied with the response from our head of compliance, upon your request, your complaint will be escalated to our CEO who will make a final response (see paragraph 10 below).
9. We aim to provide you with a substantive response to your complaint as soon as practically possible and seek to resolve your complaint within eight weeks from the date on which we received your complaint.
10. If, within the eight weeks from the date on which we receive the complaint, we have been unable to resolve the issue, the complaints process has ended without resolution or we

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have reached a deadlock with you, we will write to you with a final response to explain the final decision, that this is the end of our complaints process and how to escalate your complaint to an ADR entity if you wish to do so.

11. Our final response represents the final stage of our internal complaints procedure.

Referral of unresolved complaints to an external independent Alternative Dispute Resolution (ADR) provider

12. Our final response will provide you with details of how you can refer your complaint to an external independent Alternative Dispute Resolution (ADR) provider for adjudication unless your complaint relates to a matter unconnected to the gambling services we provide (for example, if your complaint relates to the types of product we offer). We call these types of complaints "non-gambling related complaints". We will deal with all non-gambling related complaints internally as these are not appropriate for referral to our ADR provider.
13. **There is no charge to you for referring your unresolved complaint to our ADR provider.** The ADR provider is able to consider all unresolved complaints relating to the outcome of your gambling transaction including account management issues, matters relating to your ability to withdraw funds or winnings, the application of bonus offers and our terms and conditions.
14. We have made arrangements for our customers to refer their unresolved complaints to the following independent ADR provider:
I.B.A.S.
Independent Betting Adjudication Service
PO Box 62639
London
EC3P 3AS
<https://www.ibas-uk.com/>
Telephone: 020 7347 5883
Email: ibasteam@ibas-uk.co.uk
15. A copy of the ADR provider's adjudication form is available on their website after login.
16. If you request to use an ADR provider other than the one named above, we may agree to use such ADR provider but please note if your chosen ADR provider is not approved by the Gambling Commission, there are risks associated with using an unapproved ADR provider. For example, unapproved providers are not bound by the requirements of the ADR regulations, which require them to act in a fair, transparent and open manner. You may use

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our named approved ADR provider even if you have already used an unapproved ADR provider.

17. We aim to respond to requests for information about disputes from the ADR provider in full within 10 working days of receiving the request.
18. Please note that the ADR provider reserves the right to reject disputes referred to it on the basis that they are frivolous or vexatious but we are not permitted to refuse referral of the dispute on that basis.
19. We are required to keep a record of all customer complaints and disputes. We are also required to provide the Gambling Commission with a copy of the decision, or a note of the outcome of each dispute referred to an ADR entity.
20. We are required to notify the Gambling Commission of any outcome adverse to us (in whatever jurisdiction) of any proceedings taken against us by a customer in relation to a gambling transaction (but excluding proceedings allocated to the County Court small claims track or equivalent in jurisdictions outside England and Wales).
21. This Complaints Policy does not restrict your right to bring proceedings against us in any court of competent jurisdiction.