



CAI HUNGARY KFT.

(IN ASSOCIATION WITH CASINOS AUSTRIA INTERNATIONAL)

Complaint Handling Procedure:

Complaints are considered:

- Complaints related to our activities and service;
- Objections during the game against the decision of the responsible employees of the casino;
- Any incident report, in which it appears that the casino did not fulfill its legal obligations;

Complaint Notification:

- Orally, in the opening hours of the casino.
- In writing.
- Personally handed over documents during the opening hours of the casino.
- By mail (H-9400 Lackner Kristof u. 33 /a).

The player / complainant also may act by a representative. If the player / complainant is acting by a representative, the power of attorney is only valid, if it is recorded in an authentic instrument or a public document with full probative value.

According to the rules for participation, the letter - sent by mail or personally delivered - must contain the required personal identification data of the player / complainant. In case of written and oral complaints, the player / complainant has to be identified by an appropriate document (identity card, passport, driving license, residence card).

If the identification fails, the complaint cannot be investigated and we do inform the player / complainant about this fact.

A competent employee of the casino examines the verbal complaint made personally by the player and -if possible - he solves the complaint on the spot, immediately after the identification of the player.

The competent employee has to write the minutes about the resolution of the complaint. If the complaint cannot be resolved on the spot, or a player / complainant do not agree with the decision of our employee, so the employee has to record the complaint and forward the minutes to the director for further examination. A copy of the minutes has to be handed over to the player / complainant.

The minutes shall contain the following:

- the personal data of the player / complainant, which had been recorded at the identification,
- a detailed description of the complaint,
- the signature of the person who has written the minutes and the player's / complainant's signature,
- place and date where the complaint had been recorded

The casino will send any response, including the explanation according to the complaint to the player / complainant by mail, within 30 calendar days from date of recording the minutes.

Any written notifications of the complaint will be investigated by the casino. The casino will define a position and inform the complainant within 30 calendar days of receipt of the complainant's letter.

If the casino is missing the stipulated 30-calendar-day deadline to respond in connection with the investigation of the complaint, the client may contact the Main Division of Gambling Supervision of the NAV /Hungarian Tax and Customs Authority/ (H-1051 Budapest, Sas utca 23).

Cím: 9400 SOPRON, LACKNER KRISTÓF U. 33/A.; TEL.: 36 99 512350

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