



## Player Complaint Submission Form

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Please complete this form to submit a formal complaint. Email the completed form to:  
**[complaints@centrum-global.com](mailto:complaints@centrum-global.com)**

Full Name: \_\_\_\_\_

Residential Address: \_\_\_\_\_

Place of Residence: \_\_\_\_\_

Client Number (if applicable): \_\_\_\_\_

Email to reply to: \_\_\_\_\_

Date of Complaint: \_\_\_\_/\_\_\_\_/\_\_\_\_

Date of Incident (Bet/Event): \_\_\_\_/\_\_\_\_/\_\_\_\_

**Category of Complaint (please tick one):**

☐ Deposit Issue

☐ Withdrawal Issue

☐ Bonus Terms

☐ Account Closure/Restriction

☐ Game Error/Unfairness

☐ KYC/Verification

☐ AML/CTF Concern

☐ Data Protection

☐ Technical Issue

☐ Responsible Gaming

☐ Other

**Description of Complaint:**

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**Supporting Documentation (please list any attached documents):**

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Submit your completed form and attachments to: **[complaints@centrum-global.com](mailto:complaints@centrum-global.com)**