BetOnRed

Dispute Resolution and Complaints

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Dispute Resolution Policy

Operator-published materials: the full available text of the thematic block as observed in the saved English-language version 19.11.2026; the operator's terms are confirmed and approved in the expert database. Links to the operator's site are excluded; their subject is preserved.

Dispute resolution policy of betonred.com operated by UNO DIGITAL MEDIA B.V.

1. Complaints

The player may contact our customer service at support@betonred.com to give us any complaints regarding our services.

1.1. You are free to contact our customer service team according to the instructions found on the Website to give us any complaints regarding our services.

1.2. Complaints are handled in the support department and escalated in the organization in case support personnel does not solve the case immediately. You shall be informed about the state of the complaint to a reasonable level.

1.3. If the dispute is not resolved on the casino management level, you can contact any independent body, gaming authority, or the licensing regulator listed on the Website.

1.4. In the event of any dispute, you agree that the server logs and records shall act as the final authority in determining the outcome of any claim. You agree that in the unlikely event of a disagreement between the result that appears on your screen and the game server, the result that was logged on the game server will prevail. You acknowledge and agree that our records will be the final authority in determining the terms and circumstances of

your participation in the relevant online gaming activity and the results of this participation.

1.5. When we wish to contact you regarding such a dispute, we will do so by using any of the contact details provided in your account.

1.6. Should you feel that the dispute was not resolved to your satisfaction, you can refer the dispute to CADRE. CADRE is an independent alternative dispute resolution entity. The dispute resolution procedure at CADRE is free of charge for you independent of the outcome.

Decisions of CADRE are binding upon Operator and Player. The procedure before CADRE does not restrict or prejudice your right to bring proceedings against the Operator in any court of competent jurisdiction.

2. Arbitration

Our Terms and Conditions shall be governed by the Laws of Curacao. The parties agree that any dispute, controversy or claim arising out of or in connection with the Terms and Conditions, or the breach, termination or invalidity thereof, shall be submitted to the exclusive jurisdiction of Curacao.

All legal disputes related to card processing are handled under Cypriot Law.

AskGamblers: methodology, CasinoRank changes and complaints

A separate methodology page AskGamblers describes an algorithm that uses dozens of criteria: diversity of payment methods, payout and KYC speed, AGCCS history (AskGamblers Casino Complaint Service), reviews, quality and responsiveness of support, games and providers, licenses, design, etc. According to the platform, the rating is updated as parameters change; the methodology and claimed objectivity are approved in the database with attribution to the platform.

CasinoRank component	Weight	What is counted
Casino details	50%	Pending/withdrawal timelines, methods, withdrawal limits, support channels/availability, provider variety, etc.
AGCCS history	25%	Complaint history, ratio of submitted, pending, and resolved
Player reviews	15%	Community text reviews and ratings 1–10
Design details	10%	Adaptability, convenience, navigation, and more

Full saved rating change history (not the current project's editorial ratings):

Date	CasinoRank	Change	Reason for AskGamblers
05.05.2023	7.8	—	Tracking started
23.02.2024	7.7	-0.1	Player feedback worsened; complaint record improved
09.03.2024	6.1	-1.6	Complaint record worsened; player feedback worsened
15.03.2024	7.3	+1.2	Complaint record improved; player feedback worsened
22.05.2024	6.7	-0.6	Complaint record worsened; player feedback improved
30.05.2024	7.0	+0.3	Complaint record improved; player feedback improved
14.06.2024	6.7	-0.3	Complaint record worsened; casino information improved; player feedback worsened
30.08.2024	5.2	-1.5	Complaint record worsened; player feedback worsened
14.10.2024	7.2	+2.0	Complaint record improved; player feedback worsened

Date	CasinoRank	Change	Reason for AskGamblers
09.03.2025	6.6	-0.6	Complaint record worsened; player feedback worsened
31.03.2025	6.2	-0.4	Complaint record worsened; player feedback worsened
16.04.2025	6.1	-0.1	Complaint record worsened
12.06.2025	7.5	+1.4	Complaint record improved; player feedback worsened
18.06.2025	7.2	-0.3	Complaint record worsened
28.11.2025	7.7	+0.5	Complaint record improved; player feedback worsened
17.11.2026	7.6	-0.1	Algorithm update
18.11.2026	7.6	—	No change since previous update

Complaints: total in the header 28, comparison card `Resolved 20 out of 28`; separate Complaint Stats table `Resolved 20/22` (the metrics refer to the corresponding statistical fields), Avg. Amount $2,414, Avg. Complaint Duration 8 days, Avg. Response Time 2 days. Payment is the main category, 18 of 20 complaints in this category resolved; the average complaint time 8 days equals the overall figure for all operators (8 days). The metrics 20/22 and 20/28 are confirmed for the respective calculation bases.

Saved 10 complaint cards (a complaint is a confirmed player message; Resolved/Rejected are AskGamblers statuses; money transfers are described in the respective cases):

Complaint	Status/amount on AskGamblers	Substance of the user's message
Bonus telegram not given (https://www.askgamblers.com/casino-complaints/betonred-casino-bonus-telegram-not-given)	Rejected, amount confirmed	After winning the Telegram quiz, the player expected Free Spins, provided the requested data, but complained about the lack of a response from live chat and Telegram.
Casino promised refund but keeps delaying (https://www.askgamblers.com/casino-complaints/betonred-casino-casino-promised-refund-but-keeps-delaying)	Resolved, €4,550	Promise to return all deposits more than 9 days before the complaint; for a closed card, bank details were requested for a manual return of part of the amount; the complainant did not receive a list of automatic/manual operations and timelines, paused the chargeback, and did not disclose the root cause of the return.
Betonred impossible verification (https://www.askgamblers.com/casino-complaints/betonred-casino-betonred-impossible-verification)	Rejected	Verification for more than a week; 4 days to accept a bank statement as address confirmation; €150 crypto deposit from funds received from a friend who is a miner. Crypto purchase documents were requested, which according to the player do not exist.
Blocked the account and all winnings after successful verification (https://www.askgamblers.com/casino-complaints/betonred-casino-blocked-the-account-and-all-winnings-after-successful-verification-1)	Rejected, €932	26 March, the automatic verification was rejected; after submitting deposit confirmations, wallet, a selfie with passport and license, the account showed as verified, then they demanded another automatic verification of the license and closed the account before completion.

Complaint	Status/amount on AskGamblers	Substance of the user's message
They refuse to withdraw my money (https://www.askgamblers.com/casino-complaints/betonred-casino-they-refuse-to-withdraw-my-money)	Resolved, €147	Deposit 6,000 HUF with a bonus, according to the player the wagering is completed and the balance 59,150 HUF (€147) of real money; the 24-hour promises and the promise of up to 5 business days were not fulfilled; after 1.5 weeks the payment is marked successful, but the money returned to the balance; 4 refusal, contradictory instructions about changing the method to Skrill and the need for the original method.
Asking for a verification document that just does not exist (https://www.askgamblers.com/casino-complaints/betonred-casino-asking-for-a-verification-document-that-just-does-not-exist)	Resolved, $3,525 (declared balance $3,524.98)	Interac E-transfer via Gigadat: request for a single confirmation with name, amount, recipient, ID, time/date; according to the claimant, the bank has information in different documents. Deposit on 5 March, withdrawal attempts from 11 March; support responded with a list of required data without specifics.
30 times requested for cash out (https://www.askgamblers.com/casino-complaints/betonred-casino-30-times-requested-for-cash-out)	Resolved, BGN 11,500	30 rejected withdrawal requests over 2 weeks with a bank transfer; support suggested retrying.
Impossible to withdraw funds (https://www.askgamblers.com/casino-complaints/betonred-casino-impossible-to-withdraw-funds)	Resolved, zł4,241 (claimed 4,241.1 PLN)	From 11 January 4, deposits totaling 4500 PLN, one successful withdrawal of 590 PLN; withdrawal attempts since 18 January, 10 cancellations in the month (2 after the third deposit and 8 after the fourth); requested ID, selfie, source of wealth, source of funds, address, wallet verification and an income/employment questionnaire, about 10 documents.
Verification issues don't want to pay my money (https://www.askgamblers.com/casino-complaints/betonred-casino-verification-issues-don-t-want-to-pay-my-money)	Resolved, €2,200	Verification since 20 January, pending withdrawal since 30 January; three proof of address, requirement for 90-day bank statements, repeated requests after verified status, proof of crypto deposit from Trust Wallet, 90-day proof of funds, Robo KYC; the player claimed confusion with another brand BDMBET.
Verification is still pending (https://www.askgamblers.com/casino-complaints/betonred-casino-verification-is-still-pending)	Resolved, €470	The participant had previously made withdrawals without issues; after a win on 3 February, proof of purchase was requested, from 4 February waiting and apologies, a complaint about exceeding the stated time of 24 hours.

Public complaint platform BetOnRed: https://www.askgamblers.com/online-casinos/reviews/betonred-casino/complaints ; complaint submission service: https://www.askgamblers.com/submit-complaint ; submission rules: https://www.askgamblers.com/complaint-guidelines . These are third-party services, not an operator channel; CasinoReviews separately reported the termination of its own Alternative Dispute Resolution service (ADR) as of 01.10.2026.

Allowed external resources noted in third-party sources

- https://www.askgamblers.com/online-casinos/reviews/betonred-casino/complaints — a list of relevant complaints; links to 10 specific cases are preserved above. https://www.askgamblers.com/submit-complaint and https://www.askgamblers.com/complaint-guidelines — the service and instructions. These are links to an independent complaints channel.
- https://www.trustpilot.com/review/betonred.com — company profile with reviews and statements; https://www.trustpilot.com/review/betonred.com/transparency — transparency of the source/moderation of reviews.
- https://www.ordenacionjuego.es/es/sanciones — Spain's regulator registry, link from the review; the address is given as a reference link to the sanctions registry.
- https://www.begambleaware.org/ ; https://www.gamcare.org.uk/ ; http://www.gamcare.org.uk/ ; https://www.gamstop.co.uk/ ; https://www.gambleaware.org/ — the help and self-exclusion resource addresses seen. The links are provided as reference resources for responsible gambling. CasinoReviews reported the closure of his ADR with 01.10.2026.

Formal complaints — Key parameters

Parameter	Meaning
Grounds for a complaint	Disputes regarding accrual, coupon calculation, payout status, KYC, account restriction, or self-exclusion relate to the operator service and are submitted to customer support.
Submission channel	Operator channel from the Dispute Resolution Policy — support@betonred.com; customer service also accepts inquiries through the method described on the operator's website.
Complaint data	Account contact, description of the disputed event, time and time zone, local status, request or bet slip identifier, amount and currency. Documents are sent through the designated secure interface.
Evidence	For a coupon — betslip, accepted price/market, settlement history. For a payout — request ID, cashier status and transaction statement with masking of extraneous data. In the policy, the server log has a decisive role in case of discrepancy.
Deadline	A dispute about a settled sports market — within 72 hours after settlement under §5.18. In Dispute Resolution, the general route is tied to the subject of the original complaint.
Confirmation of receipt	In the policy, an incoming request is accepted by support; the status is reported via the account's contact details. For BR-SUP-01, an auto-reply via 10 with refers to the verified coupon help sequence.
Review period	Support responds and escalates the case to the next level if it cannot resolve it immediately. In AskGamblers, the average case time is 8 days, the average response is 2 days for the source sample.
Responsible gambling complaints	A request regarding an active limit or self-exclusion is sent to support@betonred.com with a timestamp of the request, the promised restriction, and the actual state of the profile.
Complaint status	The operator provides updates on the progress through the account's contact details at §§1.2 and 1.5. The status is retained by the source request identifier and confirmation of its escalation.
Further handling	Internal escalation, then CADRE in the role of the stated free ADR. The policy allows contacting the specified independent organization or licensing authority and separately stipulates the right to apply to a competent court.

Formal complaints — Additional parameters

Parameter	Meaning
Appeal in case of technical failure	Round or coupon failure — operator support with the round/coupon ID, time, market and result history. For a sports settlement dispute — 72 h from settlement.
Example solution	AskGamblers marked the Polish dispute Impossible to withdraw funds as Resolved, card amount zł4 241. The player's message describes 10 cancellations in a month and separately one previously received withdrawal of 590 PLN; the platform status records the outcome of the complaint handling.
Jurisdiction restrictions	The operator's regulations designate Curaçao for general disputes, Cypriot law for card processing disputes, and CADRE as an independent ADR. Applicability is determined by the case category and the participants.

Related reading

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