

Updates have been provided through Casino Guru. All further communication and updates will be conveyed through the intermediary platform.

On Sun, Jul 5, 2026 at 4:39 PM craigstainton <craigstainton@yahoo.com> wrote:

Hello,

You have had sufficient time to respond to my emails, yet radio silence on your end remains.

This is your final opportunity to respond to me and advise why you decided to re-open my complaint and any actions you are taking on the back of this.

You are the most unprofessional business ive ever come across and i genuinely regret the day i ever came across your website.

I have cc'd in the Casino Guru representative so they have oversight of our email logs and can see just how tedious this process has been.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>
Date: 04/07/2026 16:02 (GMT+00:00)
To: Starzbet Support <support@starzbetglobal.com>
Subject: Re: FINAL DEMAND: Refund of Deposits Following Repeated Self-Exclusion Refusals

Hello,

What was the point in re-opening the casino guru case if youre just going to ignore me?

Please respond with actions you are taking to address my complaint.

Regards
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>
Date: 03/07/2026 19:20 (GMT+00:00)
To: Starzbet Support <support@starzbetglobal.com>
Subject: Re: FINAL DEMAND: Refund of Deposits Following Repeated Self-Exclusion Refusals

Hello,

I have been asked via Casino Guru to email you regarding my responsible gambling self exclusion.

Please see the below chain, everything is in here. I dont know what more you want from me.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>

Date: 30/06/2026 13:50 (GMT+00:00)

To: Starzbet Support <support@starzbetglobal.com>

Subject: Re: FINAL DEMAND: Refund of Deposits Following Repeated Self-Exclusion Refusals

Hello,

I am now going to raise additional complaints with other websites where you are listed, ive already helped make your score on casino guru go down to the poor category and i will do the same for wherever it is youre listed. As i stated the other day, im not going away, you have broken your regulators terms and conditions and i will not stop until i have tarnished any sort of name you have attempted to make for yourself.

Pay me what i am legally owed, or you'll continue to hear from me until i run your business into the ground.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: Starzbet Support <support@starzbetglobal.com>

Date: 26/06/2026 16:06 (GMT+00:00)

To: craigstainton <craigstainton@yahoo.com>

Subject: Re: FINAL DEMAND: Refund of Deposits Following Repeated Self-Exclusion Refusals

Unfortunately, it is not possible to refund a deposit that was made voluntarily simply because it resulted in a loss.

On Fri, Jun 26, 2026 at 2:09 PM craigstainton <craigstainton@yahoo.com> wrote:

Hello,

In my original email i specifically stated that i wanted to close my account due to problem gambling/gambling addiction, this didnt need any additional context, as a responsible gambling operator you should have immediately closed my account instead of stalling when there is a vulnerable person using your services.

Please reconsider this action as i am going to take you to court if i need to, i would settle for a good will refund of half the deposits if thats what it takes. Again, i am only talking about any deposits made AFTER i informed you i was in a vulnerable state.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: Starzbet Support <support@starzbetglobal.com>

Date: 25/06/2026 16:29 (GMT+00:00)

To: craigstainton <craigstainton@yahoo.com>

Subject: Re: FINAL DEMAND: Refund of Deposits Following Repeated Self-Exclusion Refusals

To better assist you, we asked why you wanted to close your account. Based on our review, it appears that you voluntarily made deposits and subsequently incurred losses. You are now requesting reimbursement for those losses. Please note that these deposits were made at your own discretion. As with any gambling activity, there is a possibility of both winning and losing, and you may also withdraw your winnings if your gameplay is successful.

On Mon, Jun 22, 2026 at 7:44 PM craigstainton <craigstainton@yahoo.com> wrote:

Hello,

After your multiple denials and lack of correspondence/empathy i have now reached out to legal counsel and i will be pursuing this matter in court. You should expect to be contacted by my lawyers in the coming days.

I also wish to raise a complaint regarding my experience, so please process this request and ensure the below is treated as a complaint of the greatest of urgency. This isnt going away, im just getting started.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>

Date: 10/06/2026 11:03 (GMT+00:00)

To: Starzbet Support <support@starzbetglobal.com>, complaints@cga.cw

Subject: Re: FINAL DEMAND: Refund of Deposits Following Repeated Self-Exclusion Refusals

Dear CGA representative,

I am writing to inform you of a clear breach in CGA terms and conditions regarding StarzBet casino.

As you can see from the email chain i had requested immediate self exclusion on the 6th May 2026 which was not actioned and resulted in me losing considerably more funds.

Its clear on your website that you state all casino operators should act immediately regarding self exclusion/problem gambling and therefor i feel this constitutes a breach and requires additional invesitgation.

I am happy to have this remediated by the business refunding all deposits prior to my request on the 6th May 2026, however, as you can see from the below email chain, they do not feel they have acted incorrectly or that a refund is warranted, which i believe it is.

Please let me know if you have any additional needs and i will try to get information for you.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>

Date: 04/06/2026 20:34 (GMT+00:00)

To: Starzbet Support <support@starzbetglobal.com>

Subject: Re: FINAL DEMAND: Refund of Deposits Following Repeated Self-Exclusion Refusals

Thankyou.

This will now be reported to your regulators.

Have a lovely day :)

Sent from my Galaxy

----- Original message -----

From: Starzbet Support <support@starzbetglobal.com>

Date: 04/06/2026 16:38 (GMT+00:00)

To: craigstainton <craigstainton@yahoo.com>

Subject: Re: FINAL DEMAND: Refund of Deposits Following Repeated Self-Exclusion Refusals

You have previously been informed regarding this matter. Unfortunately, refunds cannot be issued for funds that have been lost through participation in gaming activities.

On Thu, Jun 4, 2026 at 3:20 PM craigstainton <craigstainton@yahoo.com> wrote:

To the Management and Compliance Team,

I am writing to issue a final demand for the full refund of my deposits totaling **£3,192.12** made between 06/05/2026 and **20/05/2026**.

On **06/05/2026**, I explicitly notified your team that I needed to self-exclude. Your support team responded multiple times stating that I could not self-exclude, which is a direct and flagrant violation of StarzBet's own Terms and Conditions, as well as the Curaçao Gaming Control Board (GCB) regulations.

Under the GCB and Fundashon pa Maneho di Adikshon (FMA) framework, licensed operators are legally mandated to *"take the necessary steps to prevent the registered person from gambling"* immediately upon request. By actively denying my right to self-exclude, your platform exploited a vulnerable player, allowing me to make several subsequent deposits.

I have full, timestamped copies of the email logs where your team repeatedly refused my self-exclusion.

Please refund my deposits to my original payment method within 7 days. If the funds are not returned, I will immediately submit the complete transcript of your team's refusals directly to the **Curaçao Gaming Control Board (GCB)** portal and initiate public dispute proceedings via independent mediation channels.

Account Username: **Stainton108**

Registered Email: craigstainton@yahoo.com

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>

Date: 29/05/2026 12:33 (GMT+00:00)

To: Starzbet Support <support@starzbetglobal.com>

Subject: Re: Account Close: Stainton108

WHAT PART OF I ASKED YOU TO CLOSE MY ACCOUNT BEFORE THE DEPOSITS WERE MADE DID YOU NOT GET?

YOU HAVE FAILED YOUR OWN AND YOUR REGULATORS PROTECTIONS REGARDING PROBLEM GAMBLING THEREFOR YOU SHOULD REFUND.

Sent from my Galaxy

----- Original message -----

From: Starzbet Support <support@starzbetglobal.com>

Date: 29/05/2026 05:44 (GMT+00:00)

To: craigstainton <craigstainton@yahoo.com>

Subject: Re: Account Close: Stainton108

As previously informed, refunds are not provided for losses incurred during your gameplay after making a deposit.

On Wed, May 27, 2026 at 6:08 PM craigstainton <craigstainton@yahoo.com> wrote:

Hello,

You have been approached by Casino Guru in reference to my complaint, if you chose to ignore the request the next step will be your regulators and then an ADR for which you will have to pay all necessary fees for.

I want you to forward this email to management, i dont want anyone else responding to this email other than someone higher up in your business.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>
Date: 20/05/2026 13:31 (GMT+00:00)
To: Starzbet Support <support@starzbetglobal.com>
Subject: Re: Account Close: Stainton108

I honestly dont believe your business is legit.

No i will not be reactivating, no i should not even have the option of doing so after i requested full and permanent closure.

Now, you either refund the funds i spent after i informed you of my severe gambling addiction or i get it through chargebacks and/or Casino Guru, your choice really..

Either way im getting the money back.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: Starzbet Support <support@starzbetglobal.com>
Date: 20/05/2026 04:24 (GMT+00:00)
To: craigstainton <craigstainton@yahoo.com>
Subject: Re: Account Close: Stainton108

Your account has been closed upon your request. You can reactivate it at any time through our Live Support line. If you do not log in for 365 days, your account will be permanently closed.

On Tue, May 19, 2026 at 2:18 PM craigstainton <craigstainton@yahoo.com> wrote:

THAT IS NOT HOW RESPONSIBLE GAMBLING WORKS IS IT?

IF SOMEONE TELLS YOU THEY HAVE A GAMBLING ADDICTION YOU ARE DUTY BOUND TO SUSPEND THEIR ACCOUNT AS PER YOUR OWN TERMS AND CONDITIONS AND THAT OF THE CURACAO GAMING BOARD.

Its okay, im done with this conversations you are all idiots. You are not fit to run a legitimate casino and i hope your licence is revoked following my next actions.

Dont bother responding, ill handle this myself.

----- Original message -----

From: Starzbet Support <support@starzbetglobal.com>

Date: 19/05/2026 04:03 (GMT+00:00)

To: craigstainton <craigstainton@yahoo.com>

Subject: Re: Account Close: Stainton108

In accordance with the company security policy and Curaçao regulations, accounts with no activity for twelve (12) months are considered "inactive accounts" and are automatically deactivated.

On Mon, May 18, 2026 at 11:43 AM craigstainton <craigstainton@yahoo.com> wrote:
Jesus christ.

Do you not understand responsible gambling or are you just being stupid on purpose?

I sent you an email on the 6th May 2026 telling you to close my account as i had a gambling addiction, you didnt action this and chose to leave my account open exposing me to additional gambling issues.

Every deposit i made from the 6th May 2026 is void as i shouldnt have been allowed to play.

Ive opened a case with casino guru and will also be complaining to your regulators BECAUSE MY ACCOUNT IS STILL OPEN.

Useless company, dont deserve any gambling licence at all.

Sent from my Galaxy

----- Original message -----

From: Starzbet Support <support@starzbetglobal.com>

Date: 18/05/2026 05:01 (GMT+00:00)

To: craigstainton <craigstainton@yahoo.com>

Subject: Re: Account Close: Stainton108

Our records show that the deposit transactions were made by you and that you participated in the games. There are also transactions where you won and successfully made withdrawals. Unfortunately, lost balances cannot be refunded.

On Sat, May 16, 2026 at 4:12 PM craigstainton <craigstainton@yahoo.com> wrote:
Hello,

Are you actually being serious? What more context do you need?

I want to close my account as i have a severe gambling addiction which StarzBet has made much worse.

I also want any deposits made after i requested account closure initially as i told you in that email i had a gambling problem. You should have acted instantly but youre playing dumb which is so unprofessional.

I regret the day i ever signed up for your site.

To put it clearly; close my account and refund any deposits from the 6th of May 2025 onwards (where i initially emailed you)

Doesnt get much clearer now, does it?

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: Starzbet Support <support@starzbetglobal.com>
Date: 12/05/2026 07:16 (GMT+00:00)
To: craigstainton <craigstainton@yahoo.com>
Subject: Re: Account Close: Stainton108

Dear valued member, could you please send your request again with a more detailed explanation via email? When I checked your account activities, no issues were detected with your deposits or withdrawal transactions.

On Mon, May 11, 2026 at 5:38 PM craigstainton <craigstainton@yahoo.com> wrote:
Hello,

Why are you outright ignoring my questions and requests? This is beyond unprofessional.

I have started a claim with you regulators and attempted mediation with Casino Guru. Next step is to raise chargebacks.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>
Date: 09/05/2026 02:05 (GMT+00:00)
To: Starzbet Support <support@starzbetglobal.com>
Subject: Re: Account Close: Stainton108

Hello,

Still my account remains open. Are you actually being serious? CLOSE MY ACCOUNT AND REFUND ANY DEPOSITS MADE AFTER I REQUESTED CLOSURE OF THE ACCOUNT.

Ill be complaining to your regulators and raising a case with Casino Guru should you wish to ignore me any further.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>
Date: 08/05/2026 16:23 (GMT+00:00)
To: Starzbet Support <support@starzbetglobal.com>
Subject: Re: Account Close: Stainton108

Imagine me telling you TWICE that i have a gambling problem and to close my account and you just do nothing? Where is your customer service?

Please treat this email very seriously. Close my account and refund any deposits made AFTER i told you to close my account due to gambling problems.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>
Date: 08/05/2026 13:16 (GMT+00:00)
To: Starzbet Support <support@starzbetglobal.com>
Subject: Re: Account Close: Stainton108

Hello,

In the original email i sent i clearly state that i have a gambling addiction and that your site has made it worse. I asked for you to permanently close my account. Both of those things should be sufficient enough for you to act IMMEDIATELY.

instead ive lost additional funds and i want them refunding, you have failed in your responsible gambling obligations and as mentioned i will be taking this to your regulators and/or raising chargebacks with my bank if you do not refund any deposits made after the 6th May where i informed you my desire to CLOSE MY ACCOUNT DE TO GAMBLING ADDICTION.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: Starzbet Support <support@starzbetglobal.com>

Date: 08/05/2026 06:51 (GMT+00:00)

To: craigstainton <craigstainton@yahoo.com>

Subject: Re: Account Close: Stainton108

To assist you better, may we ask why you would like to close your account?

On Fri, May 8, 2026 at 4:10 AM craigstainton <craigstainton@yahoo.com> wrote:

Hello,

As a result of not doing what i asked ive now lost £3000. I want this money back, my account should have been closed yesterday.

I will report this to your regulators.

Regards,
Craig Stainton.

Sent from my Galaxy

----- Original message -----

From: craigstainton <craigstainton@yahoo.com>

Date: 06/05/2026 13:08 (GMT+00:00)

To: Starzbet Support <support@starzbetglobal.com>

Subject: Account Close: Stainton108

Hello,

With immediate effect i would like you to close my account under responsible gambling rules and regulations.

I feel youre site has worsened my gambling addiction and on multiple occasions i have set deposit/loss/wagering limits only for them to be either removed without asking or removed upon my request before the standard 24 hour cooling off period.

As stated above, please close my account and never let me re-open one, i will be taking this information to the Curacao Board of Gaming and other regulators as you are clearly failing with regard to their responsible gambling safety measures. Also you do not even have a deposit limit which is just disgusting.

Close my account, and i will pass this info onto relevant authorities which i hope will result in heavy fines or removal of licence.

Regards,
Craig Stainton

Sent from my Galaxy

