



Nathalie Hast <fotballnatti96@gmail.com>

Important update regarding your account

Nathalie Hast <fotballnatti96@gmail.com>
Til: Spinbookie Support <support@spinbookie.io>

27. mai 2025 kl. 13:59

Dear William,

Thank you for your message.

Unfortunately, your response follows the same pattern as all previous replies:

Overly polite language used to avoid accountability for the outright theft of €1,973.38 from my verified account.

Let me be absolutely clear:

- You continue to reference your Terms & Conditions without identifying a **single specific rule that was broken**.
- You have not provided **any evidence, timestamps, betting slips, or bonus history** to justify this confiscation.
- You claim "the decision is final" to **shut down communication**, not to resolve the issue.
- This is not customer support — it's **stonewalling** after unlawfully removing my money.

This behavior is **not in line with secure or reliable assistance**, as your email claims.
It is in line with **predatory practices** that are now being investigated.

Current status:

- My complaint is **active and visible on AskGamblers**.
- I have submitted a formal report to the **Kahnawake Gaming Commission**, your license provider.
- I am preparing a **public warning** across review platforms and social media, documenting this process in full.

Unless you can provide **proof of rule violation**, I consider this matter unresolved and your actions illegitimate.

Your silence and refusal to engage with AskGamblers will be documented as part of the evidence trail.

Best regards,
Nathalie Boucetta Hast

[Siteret tekst skjult]