ADR

6 e-poster

Jamal Tawfik <jamal77t77@gmail.com> tor. 12. nov. 2026 kl. 18:59
Til: penelope@slotrave.com

Dear Penelope,
I am writing directly to you regarding my ongoing and unresolved dispute with SlotRave (Galan Operations SRL) concerning unauthorized losses amounting to 58,890 NOK.
As previously detailed, this dispute stems from your severe failure to act upon my responsible gaming and account closure requests. Furthermore, Section 18 of your Terms and Conditions directs players to an independent Alternative Dispute Resolution (ADR) body; however, upon attempting to escalate this matter, it has been confirmed that your platform operates without any active, valid, or accessible ADR provider.
I am giving you one final opportunity to review this case and arrange a full refund of 58,890 NOK to my original payment method.
Please confirm receipt of this email and provide a definitive resolution within 48 hours. If this matter is not resolved amicably, I will escalate this documented breach of terms and lack of compliance to the Kahnawake Gaming Commission and relevant financial authorities.
Sincerely,
Jamal Mustafa Tawfik

Penelope Slotrave <penelope@slotrave.com> fre. 13. nov. 2026 kl. 18:04
Til: Jamal Tawfik <jamal77t77@gmail.com>

Hello Jamal,
I reached out to you regarding your request and was hoping to hear from you, but did not receive a response.
We take responsible gaming seriously and your account was closed as soon as concerns were expressed.
Activity on account is your responsibility, and funds spent in casinos cannot be refunded.
Deposit cannot be made without your consent.
Upon registering to our platform you have agreed to Terms and Conditions:
https://slotrave.com/rules/terms-and-conditions
Which state that you are aware of the fact that gambling on the website may lead to losing money. The Company is not liable for any possible financial damage arising from the use of the website.
Regarding Section 18, as stated you can contact any independent body, gaming authority or the licensing regulator listed on the Website.
Wishing you all the best.

Warm regards,
Penelope ☀️
VIP Manager at Slotrave.
Office hours:
Monday - Friday 09:00-17:00 GMT

[Sitert tekst er skjult]

Jamal Tawfik <jamal77t77@gmail.com> fre. 13. nov. 2026 kl. 18:15

Til: Penelope Slotrave <penelope@slotrave.com>

Dear Penelope,

Your response does not address the actual issue.

To be absolutely clear, I am NOT requesting a refund of gambling losses. I requested through your Live Chat that my account be suspended immediately and my remaining balance frozen.

This request should have been implemented immediately. The purpose of a Cooling-Off period is to prevent further gambling, not to allow continued access to the account while the company delays taking action.

Your general Terms and Conditions regarding gambling losses do not exempt the company from its responsible gambling obligations or its duty to implement my explicit instructions.

I also contacted ADR providers in both Kahnawake and Curaçao. Both explicitly confirmed that they have no agreement with the operator to handle my complaint.

Therefore, I ask you to clarify which independent ADR provider has a formal agreement with Slotrave and is authorised to handle my case.

Please address these specific issues rather than repeating general statements about gambling losses.

Kind regards, Jamal

[Sitert tekst er skjult]

Jamal Tawfik <jamal77t77@gmail.com> fre. 13. nov. 2026 kl. 18:30
Til: Penelope Slotrave <penelope@slotrave.com>

Dear Penelope,

There is one very important point I want to make absolutely clear.

I contacted your Live Chat on the 16th at 23:00 and explicitly requested that my account be stopped immediately. Your employee clearly understood my request and acknowledged that he understood what I was asking for.

You personally contacted me on the 17th at 16:50, meaning that more than 17 hours had passed since my request.

From 23:00 on the 16th, your company was fully aware of my explicit request. I therefore hold the company responsible for the losses incurred as a result of its failure to implement my instructions immediately.

Your obligations under the Kahnawake Gaming Commission regulations are clear, particularly:

- Section 299A: Immediate account lock when a player indicates a wish to be excluded from gambling.
- Section 299C: No specific wording or explanation is required; the player's intention must be understood reasonably.
- Section 299D: Customer service representatives must know and comply with these requirements.
- Section 300: Penalties may apply for knowingly or negligently breaching these provisions.
- Section 312: Requires prompt and efficient handling of correspondence concerning player limitations and self-exclusion.

These provisions must be considered in light of the actual wording and nature of my request.

I am also aware that under Norwegian Gambling Act §4, offering gambling directed at the Norwegian market without permission is prohibited, and §32a empowers the Norwegian Gambling Authority (Lotteritilsynet) to order DNS blocking of websites that meet the legal criteria.

I am prepared to refer this matter to the relevant licensing authorities, ADR channels, public gambling forums and the Norwegian Gambling Authority if necessary.

However, I remain open to a reasonable settlement offer from Slotrave to resolve this matter amicably, without having to pursue further complaints and regulatory proceedings.

I expect you to take this opportunity seriously and come back with a constructive proposal.

Kind regards,
Jamal
[Sitert tekst er skjult]

Penelope Slotrave <penelope@slotrave.com> man. 16. nov. 2026 kl. 17:23
Til: Jamal Tawfik <jamal77t77@gmail.com>

Hello Jamal,
We do not refuse any account closures on our platform.
I tried reaching out to you about your request, but there was no answer at all.
Our platform operates according to Terms and Conditions that you have agreed upon.
And one of the points that you have agreed upon is that you are solely responsible for determining whether your accessing and/or use of the website is compliant with applicable laws in your jurisdiction.
You also guarantee and agree that you have received legal advice before registering on our Website.
It is your sole responsibility to comply at all times with your own local, national or state laws that relate to online gambling.
Wishing you all the best.

Warm regards,
Penelope ☀️
VIP Manager at Slotrave.
Office hours:
Monday - Friday 09:00-17:00 GMT

[Sitert tekst er skjult]

Jamal Tawfik <jamal77t77@gmail.com> man. 16. nov. 2026 kl. 17:32
Til: Penelope Slotrave <penelope@slotrave.com>

Dear Penelope,

Your response still fails to address the essential points of my complaint.

Let me clarify the facts once again:

1. On 16 October at approximately 23:00, I explicitly requested an immediate account suspension, a freeze on my remaining balance and a Cooling-Off period. Your Live Chat representative understood my request and acknowledged it.

2. You personally contacted me approximately 16 hours later, on 17 October at 16:50. This does not explain why my request was not implemented immediately when it was first received.

3. You have still failed to explain why my explicit instructions were not immediately carried out.

4. You have also failed to identify the independent ADR provider with which Slotrave has a formal agreement to handle disputes. Both Kahnawake and Curaçao ADR providers have informed me that they have no agreement with the operator to handle my complaint.

Instead of addressing these specific questions, you continue referring to general Terms and Conditions and my responsibility for local laws. These arguments do not answer the central issue.

I expect direct answers to the following:

- Why was my request for immediate suspension and balance protection not implemented at 23:00 on 16 October?
- Which independent ADR provider has a formal agreement with Slotrave to resolve disputes with players?

I remain open to an amicable settlement, but I expect transparency, accountability and substantive answers rather than repeated general statements.

Kind regards,
Jamal
[Sitert tekst er skjult]