



Domagoj &lt;domagojcancer@gmail.com&gt;

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**Your review!**

12 messages

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**CryptoCasino Admin** <admin@cryptocasino.com>  
To: "domagojcancer@gmail.com" <domagojcancer@gmail.com>

17 April 2026 at 19:36

OMG... you could not be more right.

I've gone through your case personally, and the way that coin/bonus system behaves is... let's call it what it is... flawed.

Yes, it's technically written into the terms.  
No, that doesn't make it a good player experience.

Requiring a player to effectively hit zero before being able to properly engage with something they've already paid for is not how this should work. Full stop.

So, thank you for calling it out, even if it came wrapped in a bit of (very understandable) frustration.

The good news is we're already changing it. Not tweaking it. Changing it. So it actually works in a way that makes sense without jumping through hoops.

Also, credit where it's due - you managed to turn it into \$800 while dealing with all that.

So rather than hiding behind terms or sending another copy-paste reply (you've had enough of those), I've credited your account with **\$200 in points** as a goodwill gesture.

This one's on us.

We'll fix the system. Please hold on to the points for now unless you want to spend them a different way as it will take us a few days to fix them bonuses

Appreciate you flagging it.

Johnny

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**Domagoj Čančer** <domagojcancer@gmail.com>  
To: CryptoCasino Admin <admin@cryptocasino.com>

17 April 2026 at 19:39

I am glad you understand how bad this experience was. Thank you for your reward and regarding broken system, feel free to reach out to me when you fix it. I am looking for a fair play here and I am willing to delete my review when you fix it.

Regards.

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**CryptoCasino Admin** <admin@cryptocasino.com>  
To: Domagoj Čančer <domagojcancer@gmail.com>

17 April 2026 at 19:45

Hi

Really appreciate the reply and your understanding.

We are fixing the system and it's already being worked on. This isn't a "we'll look into it" situation, it's getting changed properly.

But would you be open to taking the review down now, and if for any reason we haven't delivered on this by this time next week, you are completely free to repost it exactly as it was?

Every minute a review like that is up there, it negatively affects us press wise and in other ways for rankings.

Either way, we will get this sorted properly, but it would be appreciated.

Johnny

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**Domagoj Čančer** <domagojcancer@gmail.com>  
To: CryptoCasino Admin <admin@cryptocasino.com>

17 April 2026 at 19:46

Removed, check.

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**Domagoj Čančer** <domagojcancer@gmail.com>  
To: CryptoCasino Admin <admin@cryptocasino.com>

17 April 2026 at 19:48

For a good will you could have credited me with 500 usdt in coins. I won slot multis at least 10 times and all times lost the money. My review is now removed.

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**CryptoCasino Admin** <admin@cryptocasino.com>  
To: Domagoj Čančer <domagojcancer@gmail.com>

17 April 2026 at 19:56

TY very much for that I appreciate it!

If it's any consolation, we will beat Pete with a stick for not really giving this attention it deserved.

I mean the system really should warn you about buying multiple bonuses anyway.

Unfortunately, it is a 3<sup>rd</sup> party software so we are limited by what we can do change etc.

Have a great weekend!

J

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**Domagoj Čančer** <domagojcancer@gmail.com>  
To: CryptoCasino Admin <admin@cryptocasino.com>

17 April 2026 at 20:00

Beat the shit out of Pete, because I don't know if you understand that I have not utilised at least \$5.000 usdt for it. I am still shit ton mad at you for losing money that way. Go ahead, check out how many times my coins were turned into money and I was not able to utilise it. Fair play would be to give me at least half of what I was playing for on your site before I realised how rigged it was. I couldnt understand why I was losing money all the time with 1x wager.

3rd party aside, it is your responsibility to at least refund half of it or at least more than 200 bucks in coins.

Not fair.

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**CryptoCasino Admin** <admin@cryptocasino.com>  
To: Domagoj Čančer <domagojcancer@gmail.com>

17 April 2026 at 20:10

I appreciate how angry you are. I don't want to promise anything I cannot deliver. I will try and find the right person to look into the coins etc and do some analysis on your play. It won't be before next week though

Best wishes

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**Domagoj Čančer** <domagojcancer@gmail.com>  
To: CryptoCasino Admin <admin@cryptocasino.com>

17 April 2026 at 20:14

I will be waiting. Keep in mind how much money I lost due to your bug.

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**Domagoj Čančer** <domagojcancer@gmail.com>  
To: CryptoCasino Admin <admin@cryptocasino.com>

19 April 2026 at 09:49

If I would want to do a recension for you agian, it would be a chaos in one word. Time is ticking in Easter promo, this is over tomorrow and numbers can't be seen. Why does it matter? Because 2 days ago we were 15k points behind of crossing a line to win 10k total prize. Now it's all gone, we don't know if we crossed it or not so I don't feel like wagering any more. I am pissed. Nothing ever works here. You also have bonuses in store "cash bonus" and "Live bonus". There is no difference between it because you can play all games with whatever you redeem but if you pick LIVE BONUS money then you have to wager it 35x. Total shitshow, why would anyone pick 35x wager if they can redeem cash bonus and wager 1x.

Again, at the end of the month, I will write a bad review because for AT LEAST 5000 USDT which I could not utilise you gave me 20000 coins. I don't accept that. I literally lost 5000 USDT or more with 1x wager because of your "error" about which we talked earlier. You are not fair towards me. I deleted my review to not harm your businees but I want a fair compensation for all the money I lost for your wager error. Again, until the end of the month please give me a fair proposal (not 200\$) or I will write a review along with your comments. You essentially fucked me up as a constant winner of SLOT MULTIS and took a ton of won money.

You have seen that my reviews are constructive and true, my proposal is you give me a fair reward for all money lost. If not, I will be forced to write a review that I lost a ton of money due to your loophole.

I will be waiting for a proposal here, contact me when you have something.

D





cryptocasino.com/tournam



5



0.00000000 USDT



Last Update: No update - Updates every 5 mins



TOTAL POINTS:

0

TOTAL WAGERED:

\$667,000



TOTAL POINTS:

0

TOTAL WAGERED:

\$552,000

**Team bunny McHopper**

**Team Foxy McSnatch**

No player data available. Please check back later.

**CHAT**

**Note:** ✓ next to the points indicates that the

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**Domagoj Čančer** <domagojcancer@gmail.com>  
To: CryptoCasino Admin <admin@cryptocasino.com>

20 April 2026 at 12:31

Hello Johnny,

I have spoken with my lawyer and thoroughly analyzed my account activity for 2026. Please note that I cannot calculate exact figures for 2025 **as your interface hides that history from users—a significant lack of transparency is something I will highlight to regulators with a screenshot as proof.**

While I appreciated the \$200 credit, it is statistically and legally insufficient. As you admitted, your system is **"flawed"** and **"broken."** Based on your own Loyalty FAQ, my **130,000 XP** confirms that I generated a wagering volume of at least **\$130,000 USDT**.

#### 2026 Activity & Legal Breach:

- **Breach of Store Terms:** Your terms explicitly state that Cash Bonuses are subject to **1x wagering** and "instantly credited." I provided over **\$130,000 in volume**—which is **2,600 times** the amount required to clear a \$50 reward. The fact that my rewards remained "Canceled" or "Lost" is a direct breach of your published contract.
- **Documented Value Loss:** Your glitch voided all of my pure cash rewards, totaling \$750 in 2026 plus the amount for 2025 still needs to be counted.
- **The \$10,000 Reward:** An additional \$10,000 USDT in rewards was nullified. In a system you admitted is "broken," the mathematical probability of utilizing these rewards was 0%.
- **Insulting Compensation:** A \$200 credit represents a return of **0.15%** on my \$130,000 volume. This is an unacceptable response to a high-value player who has been cheated by a confirmed technical error.

**The Proposal:** I seek a fair settlement that reflects a significant percentage of my lost cash rewards and the nullified utility of my \$10,000 reward. Since you have blocked my access to 2025 records, I expect you to audit those yourselves and include them in a meaningful proposal that makes me whole.

**Next Steps:** If a fair agreement is not reached by **Wednesday**, I will escalate this matter immediately:

1. **Gaming Services Provider N.V. (License #365/JAZ):** I will file a formal dispute regarding software integrity, the "zero-out" predatory loop, and the breach of the 1x wagering promise.
2. **AskGamblers & CasinoGuru:** I will submit a public "Technical Malfunction" complaint. I will include the full transcript of you admitting the system is "flawed" and "broken."
3. **Trustpilot:** I will repost my review, including screenshots of my logs and your admission that the system is not fit for purpose.

I acted in good faith by removing my review as you requested. I now expect a settlement that reflects the true value of my play and the magnitude of your system's failure. Before reaching to all these sites with proofs I am being fair and trying to settle a dispute between us.

Regards,

D

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**Domagoj** <domagojcancer@gmail.com>  
To: CryptoCasino Admin <admin@cryptocasino.com>

21 April 2026 at 11:14

Johnny,

I am writing to confirm that my lawyer has prepared the formal filings for **ADR-Curacao.io**, **AskGamblers**, **TrustPilot** and **CasinoGuru**. These include the 2026 logs of the \$750 in voided cash rewards, the documentation of my \$130,000+ wagering volume, and your written admission regarding the "flawed" system.

Since I have not received your settlement proposal, I have scheduled the submission of these disputes for **Wednesday at 12:00 PM (CET)**.

I would still prefer a fair internal settlement to avoid a public dispute and a formal licensing investigation. However, if I do not have a meaningful proposal in my inbox by the deadline tomorrow, I will proceed immediately with the escalations.

Regards,

D

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