Complaints and Dispute Resolution

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- **Recipient of an external complaint:** First complaints@jv.casino or the formal complaint form; a report of a violation to the regulator CGA is separate from an individual dispute. According to the saved policy, CGA does not resolve individual disputes.
- **Formal complaint.** Policy updated **28.07.2025**. Start with support. For a formal claim, fill in the online form or download the form and send it to complaints@jv.casino. Attach full name and username, registered e-mail, description with dates and times, relevant transaction records, screenshots and/or chat history. The policy allows rejection for a bad-faith, abusive or repeated complaint and closure without resolution when data or cooperation is lacking.
- **Complaint deadlines.** Submit within **6 months** of the event. Acknowledgement of receipt — **up to 1 weeks**, resolution — **up to 4 weeks** with one extension of a further **4 weeks** in case of complexity. Responsible gambling complaints have priority and must be resolved within **5 business days**. For a technical failure of a round, incorrect crediting or a profile issue, §15.2 separately requires contacting within **10 days** and stating the time of the incident to the minute. §22 names server data as decisive for the outcome/balance. In §22.3 the operator states that if the six-month deadline is missed, claims relating to the account, gaming operations, bonuses or finances are automatically forfeited.
- **Escalation.** The policy guarantees the right to accessible submission and a reasoned response, describes further appeal as mechanisms become available CGA, permits a complaint about a breach of rules to the regulator and recourse to legal assistance or the courts at any stage. According to the text of the policy, CGA accepts reports of possible regulatory breaches and does not adjudicate an individual player's dispute with an operator.

Complaints, user reviews and external assistance

Casino Guru. Brand statistics — 174 complaints, of which 7 open, 0 unresolved, 81 resolved, 86 rejected; the sum of the four groups matches the total. The relative complaints ratio is Very good. The narrative paragraph simultaneously claims there are no relevant complaints; this is the site's wording, separate from the statistics shown. The open cards in the saved selection relate to account closure or fund retention, disputed balance, blocking and delayed winnings, delayed withdrawal, self-exclusion and refusal to close an account. The visible disputed amounts are €6 500, €55 000 and €3 000; for the refusal to close, the amount is "??". In the selection's labels, four cards were awaiting Casino Guru action, two were marked as pending, two as unclear and two as having no further response.

Review themes Casino Guru — payments (20), support (15), verification (12), games (10), bonuses (7), site and app (7); a single review may have multiple themes. The platform's automatic summary of bonuses found six negative and one positive comment. The platform reports that deposits are sometimes fast, while withdrawals and KYC more often cause difficulties, the rating of the game selection is moderately positive, some players missed NoLimit City or blackjack options. Among individual accounts — restoration of an account and the full balance of €540 after a one-letter error and an initial offer of €50, account blocking with a claimed €59 000 after uploading an altered photo for KYC, a three-week wait for a withdrawal with new document requests, a payout of 2 500 SEK out of a claimed 15 673,01 SEK after the bonus ended and repeated photo requests, an instant deposit via MiFinity with a slow crypto deposit and KYC of about a day. There are also reports of game glitches, inconvenient navigation, difficulty closing an account, a deposit amount limit of 5× with a wagering requirement of 40×, poor VIP service and a separate positive assessment of payouts, deposits, games and communication. One participant suspected copies of games, especially blackjack. A player's suspicion does not establish the origin of the games. In the discussion, a moderator informed one participant that KYC had been completed and payouts were still pending. Visible themes — refusal of payout and refund.

AskGamblers. 7 of 9 complaints are marked Resolved, 2 Unresolved. Among payment complaints, 6 of 7 were resolved. The average disputed amount is $6 756, the average duration is 4 days versus the operator average of 7 days, the average response is 2 days. Resolved denotes a resolution of the complaint confirmed by the platform.

Complaint AskGamblers	Amount in the card and in the narrative if different	Status and substance according to the page data
Rejection of payout request	1 000 216 HUF in the card, 1 000 215,50 HUF in the text	Unresolved. The player reports rejections of requests Visa from 10.10.2026, a letter about a successful KYC 13.10 and pending payouts for requests 21 and 26.10. According to their report, the bonus funds 0,00 HUF.
Self exclusion ignored deposits allowed	€1 659	Unresolved. The player reports a blocking request on 5 September, a reply about the request being forwarded on 7 September and the continued ability to deposit, with €1 659 claimed for return.
JV Delayed payment	€900	Resolved. The player reports a delay of about a week, resubmitting the request after an error message and waiting another three days.
Unloaded deposit unit	Ł9 in the card, 8,55 LTC in the text	Resolved. The player reports a deposit of 22.06.2026, confirmation on the blockchain and non-crediting by 03.07.2026.
Avoids payout 53000 PLN	53 000 PLN	Resolved. The player describes two weeks of waiting, repeated KYC and cancellation of a bank transfer citing an image of a crypto wallet.
Repeatedly rejected withdrawal for 800 euros	€800	Resolved. The player describes two declines on the same card used to deposit, with KYC completed and no bonuses used.
Unjustified withdrawal rejection for Virtual Skrill Card on a Fully Verified account	€276	Resolved. The player reports a requirement for a photo of a physical card when using virtual Skrill, provision of a Skrill statement and unavailability of chat.
Will do no withdrawal and verification	€26 043 in the card, €40 000 in the text	Resolved. The complaint author names Casino JV1 and describes repeated rejections across three document submissions. AskGamblers places the card in the JV Casino profile. The card is placed by AskGamblers in the JV Casino profile, while the name JV1 remains the complaint author's wording.
Rejected my withrawal after 5 days	€8 000 in the card and as the balance; €4 950 in the withdrawal request	Resolved. The player reports a win of €10 850, a 12.05.2025 request for €4 950 and a rejection by 18.05.2025 before the fifth business day by their count.

Five reviews of AskGamblers include a rating of 8/10 praising the range and reliability of payouts while wishing processing were faster, a dispute about the need for a deposit to wager a no-deposit bonus, a rating of 1/10 accusing the bonus payouts of being predetermined and reporting that the account was closed after mentioning gambling problems, a rating of 2/10 with a wait of €2 750 for almost three weeks despite a good impression of the games, as well as a complaint from Estonia about non-working games, VPN being enabled briefly and the subsequent closure of the account with an offer to forfeit the winnings. These are separate statements by the review authors.

Casinomeister. At the time of the review, the author found no forum comments directly relating to JV Casino. The Track Record block states that there is no official PAB; Max Drayman's comment uses the wording "very few" complaints on Casinomeister. Data from this platform does not replace statistics from other services.

How to read the ratings. Casino Guru calculates its Safety Index based on terms, size and estimated revenue, group affiliation, relative complaint volume, blacklists and other factors. AskGamblers describes CasinoRank as a composite rating of complaint history, support, payments and responsible gaming. On the AskGamblers "About Us" page, the launch of the site in 2006, the launch of AGCCS in 2009, 39 607 processed and 30 967 resolved complaints across the entire service and $93 406 995 returned to players are stated. These figures relate to the service as a whole. The Certificate of Trust at AskGamblers is its own mark with criteria for handling complaints, payouts, responsible gaming and treatment of players. The description of the criteria of the AskGamblers mark is not the same as the award of this mark to JV Casino.

Submitting and handling complaints

- <https://casino.guru/complaints/all#filterCasinoId=8633>
- <https://casino.guru/complaints/jv-casino-player-believes-that-their-withdrawal-has-14>
- <https://casino.guru/complaints/jv-casino-player-s-account-closure-request-is-denied-1>
- <https://casino.guru/complaints/jv-casino-player-s-account-has-been-blocked--and-winnings>
- <https://casino.guru/complaints/jv-casino-player-s-account-has-been-closed--funds>
- <https://casino.guru/complaints/jv-casino-player-s-account-has-been-closed-and-winnings-1>
- <https://casino.guru/complaints/jv-casino-player-s-account-is-closed-with-a-disputed>
- <https://casino.guru/complaints/jv-casino-player-s-account-is-improperly-managed-regarding>
- <https://casino.guru/complaints/jv-casino-player-s-withdrawal-has-been-delayed-12>
- <https://casino.guru/complaints/jv-casino-player-s-withdrawal-has-been-delayed-13>
- <https://casino.guru/complaints/jv-casino-player-s-withdrawal-requests-are-being-delayed>
- <https://casino.guru/forum/complaints-discussion/jv-casino-payout-refused>
- <https://casino.guru/guide/complaint-resolution-instructions>
- <https://casino.guru/guide/how-we-resolve-casino-complaints>
- <https://casino.guru/guide/submitting-complaints-to-regulators>
- <https://casino.guru/jv-casino-review#complaintsSection>
- <https://www.askgamblers.com/casino-complaints/jv-casino-avoids-payout-53000-pln-1>
- <https://www.askgamblers.com/casino-complaints/jv-casino-jv-delayed-payment>

- <https://www.askgamblers.com/casino-complaints/jv-casino-rejected-my-withrawal-after-5-days-1>
- <https://www.askgamblers.com/casino-complaints/jv-casino-rejection-of-payout-request>
- <https://www.askgamblers.com/casino-complaints/jv-casino-repeatedly-rejected-withdrawal-for-800-euros>
- <https://www.askgamblers.com/casino-complaints/jv-casino-self-exclusion-ignored-deposits-allowed-1>
- <https://www.askgamblers.com/casino-complaints/jv-casino-unjustified-withdrawal-rejection-for-virtual-skrill-card-on-a-fully-verified-account>
- <https://www.askgamblers.com/casino-complaints/jv-casino-unloaded-deposit-unit>
- <https://www.askgamblers.com/casino-complaints/jv-casino-will-do-no-withdrawal-and-verification>
- <https://www.askgamblers.com/complaint-guidelines>
- <https://www.askgamblers.com/online-casinos/reviews/jv-casino/complaints>
- <https://www.askgamblers.com/submit-complaint?refCasino=67f8c4e08bc37e516508f65f>
- <https://www.casinomeister.com/casino-complaints/>
- <https://www.casinomeister.com/online-casinos/reviews/jv-casino/#complaints>

22. COMPLAINTS AND NOTIFICATIONS

22.1. If you have a complaint regarding the Site, contact our Support Department as soon as possible so that we can resolve the issue.

22.2. In the event of a dispute, the server records will be the final and binding source in determining the outcome of the claim.

22.3. The Player confirms and agrees that any disputes, claims or complaints concerning the Player's account, gaming activity, bonuses or financial transactions must be reported within 6 months of the date on which the given event occurred. Failure to comply with this results in the automatic loss of such claims.

22.4. You acknowledge that the outcome of games played on the Site is determined by a random number generator and you accept the results of all such games. In the event of a discrepancy between the game result displayed on your device and the result recorded on the provider's servers, the result recorded on the provider's servers is decisive. Similarly, if there is a difference between the balance displayed on the screen and the balance on the provider's servers, the balance on the provider's servers is binding. Any amounts in your account resulting from human error or technical malfunction will be lost.

Customer Complaints Policy — procedure for submitting and handling complaints

Last updated: July 28, 2025

1. Policy Scope and Legal Boundaries

This policy describes our internal complaint-handling process and is not intended to create legal obligations beyond what is required by law or regulation. We reserve the right to amend this policy at any time. Changes are effective immediately upon publication.

2. Contacting Customer Support

If you experience any issues or are dissatisfied with any aspect of our service, we encourage you to contact our Customer Support team as the first step towards resolution.

Customer Service Channels

Live Chat: Available 24/7 via our website

Email: support@jv.casino

3. Submitting a Complaint

If you wish to escalate an issue as a formal complaint, you may either complete the online form available on our website or download the Complaint form and email the completed document to: complaints@jv.casino

The following information needs to be provided:

Full name and username associated with your account

Registered email address

Description of the issue, including relevant dates and times

Any supporting evidence (e.g., transaction records, screenshots, chat logs)

Complaints must be submitted within six (6) months of the relevant incident. Submission of a complaint does not guarantee a specific outcome or compensation. We reserve the right to refuse complaints that are abusive, repetitive or submitted in bad faith.

4. Complaint Handling Timelines

We are committed to resolving your complaint efficiently and transparently. Our handling timelines are as follows:

Clause	Deadline
Acknowledgement of receipt	Within one week
Resolution	Up to 4 weeks (can be extended once for an additional four weeks due to complexity)
Responsible Gambling complaints	Prioritized and resolved within 5 business days

We reserve the right to close a complaint without resolution if the complainant fails to provide sufficient information or cooperate in a timely manner.

5. Player Rights and Escalation

As a player, you have the right to:

File a complaint through accessible and transparent means

Receive a timely and reasoned response

Escalate unresolved issues once further complaint handling mechanisms are made available under CGA guidelines

Report suspected regulatory breaches to the Curaçao Gaming Authority (CGA)

6. Legal and Judicial Recourse

You retain the full right to pursue legal or judicial remedies at any stage. Use of our internal complaints procedure does not limit your ability to seek independent legal advice or to initiate legal proceedings.

7. Curaçao Gaming Authority (CGA)

Please note that the Curaçao Gaming Authority (CGA) does not intervene in individual disputes between players and licensed operators.

However, if you believe that JV Casino has acted in breach of Curaçao gaming regulations, you may report the matter directly to the CGA.

8. Assistance

If you require help submitting a complaint or understanding this policy, please contact our 24/7 Customer Support.

Related documents

- Customer Support and Case Handling (17-11-2026-customer-support.pdf) · section “Support and disputed case”
- Editorial Contact and Corrections (17-11-2026-editorial-contact.pdf) · section “Editorial team, contacts and visitor data”