



Pokégnek Bodéwadmik
POKAGON BAND OF POTAWATOMI
GAMING COMMISSION

-POKAGON*BAND*OF*POTAWATOMI*INDIANS-
POKAGON BAND GAMING COMMISSION

iGAMING PATRON COMPLAINT FORM

The Pokagon Band Gaming Commission (“PBGC”) is an independent government gaming regulatory authority tasked with oversight of all gaming-related activities of the **Four Winds Casino**, including all online real money gaming and online sports betting (collectively hereinafter “iGaming”) offered via Four Winds-branded online gaming platforms.

This *PBGC iGaming Patron Complaint Form* is intended for the submission of complaints, claims, or other gaming-related disputes by persons legally permitted to participate in Four Winds-offered iGaming. Upon the submission of completed Patron Complaint Form, the PBGC shall conduct a complete investigation and render a decision within thirty (30) days, subject to the terms set forth in the PBGC Regulations. You will be notified of the PBGC’s decision.

Instructions:

Complete all sections of the *PBGC iGaming Patron Complaint Form* in detail. Clearly state all claims and/or disputes at issue, how you were negatively affected, and any resolution(s) requested. Include any and all information you believe to be relevant to the rendering of a decision.

The complaint form must be completed, signed, and submitted to the PBGC within **72 hours** of receiving this form. Complaint forms sent by US mail must be postmarked within this 72-hour limit. Any complaint submitted without first providing the gaming operation (i.e. Four Winds Casino) the opportunity to hear and settle the matter may result in PBGC declining to investigate the complaint.

NOTE: This *PBGC iGaming Patron Complaint Form* is intended for “online” iGaming activities only and may **not** be used for submission of complaints relating to any land-based, “brick-and-mortar” Four Winds Casino properties located in Michigan and Indiana. For information on land-based casino complaints, please refer to the *PBGC Casino Patron Complaint Form* or speak with an agent of the PBGC via the contact information below.

This form may be submitted in person, by fax, email, or by US mail to the following:

POKAGON BAND GAMING COMMISSION
Patron Complaints
Licensing & Investigations Division
10528 Maudlin Road New Buffalo, MI 49117
Phone: (269) 926-5667
Fax: (269) 926-5471
Email: GC.Investigators@PokagonBand-nsn.gov

AUTHORIZED PARTICIPANT INFORMATION

First
Name: _____

Last
Name: _____

Phone
Number: _____

Email
Address: _____

Street
Address: _____

City,
State, Zip: _____

Birth Date: _____

Account Player ID: _____

INCIDENT DATE: ____ / ____ / ____

INCIDENT TIME: _____ (am / pm)

COMPLAINT DETAILS

Please provide a summary of the incident or complaint to the best of your knowledge. Include all relevant information to be considered.

SUMMARY OF RESPONSE

Describe in detail any attempts made by you or someone on your behalf to resolve the issue. Include any correspondence between you and Four Winds Casino and/or any third-party provider, any actions undertaken on the matter, and results of those actions.

REQUESTED RESOLUTION

Please state the resolution being sought. If monetary, specify the amount you believe you are entitled to as a result of the incident and the basis for such request.

ADDITIONAL INFORMATION

Please provide any additional information you believe may be beneficial to the investigation into this complaint.

Part B(3) of the Pokagon Band Code of Offenses states:

"It is unlawful for any person [...] to claim, collect or take, or attempt to claim, collect or take, money or anything of value in or from a game, with intent to defraud, without having made a wager contingent thereon, or to claim, collect or take an amount greater than the amount actually won in such game."

I hereby attest that the information provided by me in this Patron Complaint Form is true, accurate, and complete to the best of my knowledge and I understand that any falsification, omission, or concealment of material fact may subject me to administrative, civil, or criminal liability.

Printed Name

Birth Date

Signature (physical or electronic)

Signature Date