

****Resource For the Gambler ONLY (can be provided to Loved One's for informational purposes but only the Gambler can self-exclude in most instances)**

“Hard Rock Bet App” Online Exclusion Programs

Responsible Gambling Protection Measures, Controls & Available Tools – Hard Rock Bet App:

Responsible Gaming Site – General

<https://www.hardrock.bet/responsible-gaming/>

At Hard Rock Bet, we're committed to delivering the full Hard Rock experience online, which includes not only legendary entertainment but also a commitment to player safety and responsible gambling. Our Players are at the heart of everything we do, from creating best-in-class products to maintaining a safe gaming environment to serving players with educational tools and 24/7 live customer support. Our teams are trained to put the customers' experience and safety first, recognize potential problem gambling, and help educate customers on resources and assistance programs available to them.

PROTECTING UNDER 21

Hard Rock Bet is committed to protecting those under the age of 21 with a robust customer age verification program. Should typical age verification methods come back inconclusive, customers will be asked to submit additional documentation as an extra precaution. If you suspect that someone under the age of 21 is gambling with Hard Rock Bet, please Contact Support.

Underage gambling is prohibited under state law and is a criminal offense. Facilitating someone under the age of 21 to gamble is also against the law. If caught, you'll be prohibited from gambling online.

PLAYER PROTECTION MEASURES

Hard Rock Bet also provides players with tools that can be implemented to help control their gambling:

Deposit limits allow customers to restrict the amount that can be deposited in a day, week, or month.

Customers can set limits for one or all of the time periods available and enforcement will be tracked against the lowest amount set.

Wager limits allow customers to restrict the amount wagered over a given day, week, or month, as well as set a maximum amount that can be wagered on a single bet. Customers can set limits for one or all of the time periods available and enforcement will be tracked against the lowest amount set.

Session limits allow customers to restrict the amount of time spent on the Hard Rock Bet mobile app or desktop sportsbook in a single session. Customers will be automatically logged out after reaching their session limits.

Session reminders provide a pop-up notification at pre-set intervals to track app usage. This feature will not log a customer out or lock an account, however, it does provide a desired alert once the time limit has been reached.

*Limits can be decreased at any point with immediate effect, however, requests to increase limits will take effect only after the applicable rolling period has fully elapsed (24** hours for daily limits, 7 days (168 hours) for weekly limits, or 30 days (720 hours) for monthly limits).All times are managed in UTC time zone.

**Illinois: 72 hours for daily limits

Timeouts allow customers to close their account for a short period of time. During this period, customers are able to log into their accounts to withdraw funds and view account history, however, they will be unable to wager or deposit funds into their accounts. While on a Timeout, customers will still be able to receive winnings/awards from wagers or promotions earned prior to their Timeout, should terms and conditions permit. Proactive marketing communications will also be suspended during a Timeout.

Self-exclusion allows customers to close their account for an extended timeframe, while completely restricting access to the Hard Rock Bet app and desktop site. Self-exclusion rules and policies vary by state. All proactive marketing communications will be suspended during self-exclusionary periods. For New Jersey specific details, please visit www.hardrock.bet/responsible-gaming-nj.

*Timeouts and Self-Exclusions cannot be reversed until the self-imposed time limit expires.

Customers can set Limits, Timeouts, or Self Exclude by logging into their Hard Rock Bet account on either mobile or desktop, selecting "My Account/Profile" and then "Responsible Gaming".

ACCOUNT AND WAGERING HISTORY

Customers can easily view and monitor their Bet History and Account Transactions (deposits/withdrawals/reward awards) at any time by logging into their Hard Rock Bet account on either mobile or desktop, selecting "My Account/Profile" and then "History."

Click [here](https://hrb.onelink.me/aSsa/preferences) if you do not wish to receive advertising materials from Hard Rock Bet:
<https://hrb.onelink.me/aSsa/preferences>

METHOD FOR CHANGING/RETRIEVING A PASSWORD & STRONG AUTHENTICATION

If you suspect that any unauthorized person may know your password, you should notify us right away. You may also change your password by clicking on the "Settings" option under your account and selecting "Change Password". You will be required to enter your current

password and new password (and confirm it). Press "Update Password" and you'll be sent a text message with a code you'll need to enter to finalize the change.

If you forget your password, you can select "Forgot Password" from the login screen. You will be required to enter your email address and you will then receive a Password Reset Link. Once you receive the reset password message, click on "Reset Password". You can then type in a new password and confirm it. Click "Update Password" and you'll be all set.

If you'd like an added layer of protection on your account, you can enable "strong authentication". From your account settings, select "2-Factor Authentication". With strong authentication, each time you wish to log in to your account, you will receive a text message from us containing a temporary code. You must enter that code during account login to access your account.

METHOD FOR FILING A COMPLAINT

If you have any complaints with regard to any outcome regarding the Services or any other activity performed by Hard Rock Bet, you should contact Hard Rock Bet Customer Service via email (support@hardrockbet.com). Our agents will respond to any complaint within 5 business days of receipt of the complaint.

If you feel you're not getting the help you need and you've exhausted all reasonable means to resolve the complaint with Hard Rock Bet, you may use your local resources listed below for the specific state the complaint occurred in.

- **Arizona:** gaming.az.gov
- **Colorado:** sbg.colorado.gov/gaming
- **Florida:** www.semtribe.com/services/gaming-commission/file-a-complaint
- **Illinois:** www.igb.illinois.gov/ContactUs.aspx
- **Indiana:** www.in.gov/igc/contact-us/
- **Michigan:** www.michigan.gov/mgcb/patron-disputes/internet-gaming-and-sports-betting-complaint
- **New Jersey:** www.nj.gov/oag/ge/docs/Forms/PatronComplaintFormFillable.pdf
- **Ohio:** casinocontrol.ohio.gov/Legal/PatronInquiryComplaint.aspx
- **Tennessee:** www.tn.gov/swac/inquires/complaint.html
- **Virginia:** www.valottery.com/aboutus/casinosandsportsbetting/sportsbetting

TERMS AND CONDITIONS

You can review our your states terms and conditions by clicking the link for the state. In the event you would like a copy of the Terms of Use agreed to when you established your gaming account, please contact support@hardrockbet.com.

- **Arizona** - www.hardrock.bet/t-cs/arizona
- **Colorado** - www.hardrock.bet/t-cs/colorado
- **Florida** - www.hardrock.bet/t-cs/florida
- **Illinois** - www.hardrock.bet/t-cs/illinois
- **Indiana** - www.hardrock.bet/t-cs/indiana

- **Michigan** - www.hardrock.bet/t-cs/michigan
- **New Jersey** - www.hardrock.bet/t-cs/new-jersey
- **Ohio** - www.hardrock.bet/t-cs/ohio
- **Tennessee** - www.hardrock.bet/t-cs/tennessee
- **Virginia** - www.hardrock.bet/t-cs/virginia

ACCOUNT ACCESS

Don't forget to lock your device when you're not playing. You are responsible for configuring auto-lock on your devices. Remember, letting other people access your account is strictly prohibited. If another person does use your account, you are responsible for their activity.

FEDERAL PROHIBITIONS & RESTRICTIONS

There are several Federal prohibitions and restrictions regarding Internet gaming which include, but are not limited to, 18 U.S.C. §§ 1084 et seq. (the "Wire Act") and 31 U.S.C. §§ 3163 through 3167 (the "Unlawful Internet Gaming Enforcement Act").

It is a Federal offense for persons physically located outside of New Jersey to engage in Internet wagering through a New Jersey casino or New Jersey Internet gaming website.

MOBILE GAMING

If you are using a property issued mobile device, please know that your connection will be terminated if the device is removed from the property boundaries of the casino hotel facility.

PARENTAL CONTROLS

At Hard Rock Bet, we ensure all accounts are verified for age and eligibility. If you suspect that a minor is using Hard Rock Bet, please reach out to our customer support [here](#). Accounts found to be used by minors will be promptly closed. To protect minors (under 21 for Sportsbook/Casino) from accessing our platform, we recommend using parental control software to block access to Hard Rock Bet and other restricted sites.

PLAYER PROTECTION MEASURES: HOW TO USE HARD ROCK BET RESPONSIBLE GAMBLING TOOLS

Hard Rock Bet offers responsible gambling programs that allow you to use tools to set boundaries and controls on your gambling.

Sometimes it can be difficult to find all of the resources necessary to manage your play in a productive, responsible manner. Therefore, there are proactive tools and supports available, meant to help.

Some of the tools that Hard Rock Bet offers include:

- ✓ **Deposit Limits** - You are able to set three separate time limits regarding deposits. Limits can be set on either a daily, weekly or monthly basis.

- ✓ **Wager Limits** - Another Player Protection tool is the ability to set a limit on bets on a daily, weekly, or monthly basis.
- ✓ **Session Limits** - Once established, Session Limits will limit the amount of time you may be logged into Hard Rock Bet in a single day.
- ✓ **Timeout** - As part of our commitment to Responsible Gaming, and keeping Hard Rock Bet fun and personally safe, we offer a temporary hold on your account called a Timeout.
- ✓ **Self-Exclusion** - The Self-Exclusion tool allows you to deactivate your account for a specific time interval or indefinitely. Players can choose to self-exclude **from 1 to 5 years, or permanently**.
- ✓ **Session Reminder** - A Session Reminder is a feature available to remind you that you have reached a specific time limit of your choice on the application. This is a pop-up reminder and does not log you out of your account once the time limit is reached.

See following pages for details on each of these available protection measures & additional responsible gambling tools:

❖ **Deposit Limits** - You are able to set three separate time limits regarding deposits. Limits can be set on either a daily, weekly or monthly basis.

○ **Can I set a limit for the amount that I deposit?**

- You absolutely can set a limit. You're allowed to set three separate limits regarding deposits. You can set it on either a daily, weekly, or monthly basis.
- From the **App**: Tap on your **Balance > Responsible Gaming > Deposit Limit > Select a Frequency > Enter a Limit > Save**
- From the **Web**: Click on your **Profile > Responsible Gaming > Deposit Limit > Select a Frequency > Enter a Limit > Save**
- The Customer Service team will help you to navigate through the process, but will not be able to set up a deposit limit on your behalf due to regulations.
- **Step-by-Step Walkthrough Video for Setting Deposit Limits:**
<https://www.hardrock.bet/wp-content/uploads/2024/08/how-to-deposit-limits-video.mp4>
- **Alternatively:**
 - From the App: Tap on your Account > Responsible Gaming > Deposit Limits > Select limit timeframe and amount > Save
 - From the Web: Click on your Account > Responsible Gaming > Deposit Limits > Select limit timeframe and amount > Set Limit
- If you increase your limit, a waiting period will apply before the increase takes effect (Daily: 24 hours, Weekly: 7 days, Monthly: 30 days). If you submit another increase request before a pending increase takes effect, the waiting period will restart from the new request time. Setting a lower limit, including \$0, takes effect immediately. All limits operate on a rolling time basis and are tracked in Coordinated Universal Time (UTC).

❖ **Wager Limits** - Another Player Protection tool is the ability to set a limit on bets on a daily, weekly, or monthly basis.

○ **Can I set a limit for the amount that I bet?**

- You absolutely can set a limit. You're able to set a limit on bets on a daily, weekly, or monthly basis.
- On the **App**: Tap on your **Balance > Responsible Gaming > Wager Limits > Add a Limit Frequency and Amount > Save**
- On the **Web**: Click on your **Profile > Responsible Gaming > Wager Limits > Add a Limit Frequency and Amount > Set Limit**
- **Alternatively:**
 - On the App: Tap on your Account > Responsible Gaming > Wager Limits > Add a Limit Frequency and Amount > Save
 - On the Web: Click on your Account > Responsible Gaming > Wager Limits > Add a Limit Frequency and Amount > Set Limit
- Please note, after setting a limit, if you would like to increase your respective limit you will be required to wait until the start of the following day, week, or month for the increase to take effect. Setting a lower limit will take effect immediately.
- Please note, all wager limits operate on a rolling time basis and are tracked in Coordinated Universal Time (UTC). If you increase your wager limit, a waiting period will apply before the increase takes effect (Daily: 24 hours, Weekly: 7 days, Monthly: 30 days). If you submit another increase request before a pending increase takes effect, the waiting period will restart from the new request time. Setting a lower limit, including \$0, takes effect immediately.
- **Step-by-Step Walkthrough Video for Setting Wager Limits:**
<https://www.hardrock.bet/wp-content/uploads/2024/08/how-to-wager-limits-video-1.mp4>

❖ **Session Limits** - Once established, Session Limits will limit the amount of time you may be logged into Hard Rock Bet in a single day.

○ **How do I set Session Limits?**

- As part of our commitment to Responsible Gaming, and keeping the Hard Rock Bet platform fun and personally safe, we offer the ability to add a Session Limit. Players can select a time period of up to 6 hours and when this time period elapses Players will be logged out of the app. This allows you to reflect on the time you have played before logging back in.
- From the **App**: Tap on your **Balance > Responsible Gaming > Session Limits > Add a Time Period > Save**
- From the **Web**: Click on your **Profile > Responsible Gaming > Session Limits > Add a Time Period > Done**
- **Alternatively:**
 - From the App: Tap on your Account > Responsible Gaming > Session Limits > Add a Time Period > Save
 - From the Web: Click on your Account > Responsible Gaming > Session Limits > Add a Time Period > Done
- **Step-by-Step Walkthrough Video for Setting Session Limits:**
<https://www.hardrock.bet/wp-content/uploads/2024/08/how-to-session-limits-video.mp4>

❖ **Session Reminder** - A Session Reminder is a feature created to remind a player through a pop-up notification that they have reached a specific self-set time limit on the application. Use the following steps to add a Session Reminder to your account:

- On the app: **Balance icon > Responsible Gaming > Session Reminder > Add time limit > Save**
- On the web: **Profile icon > Responsible Gaming > Session Reminder > Add time limit > Done**

- **Alternatively:**

- From the App: Tap your Account > Responsible Gaming > Session Reminder > Add time limit > Save
- From the Web: Click on your Account > Responsible Gaming > Session Reminder > Add time limit > Done
- **This feature does not log you out of your account once the time limit is reached. If you would prefer a tool that will log you out once you have reached your time limit of choice on the app, please use Session Limits instead.**

❖ **Timeout** - As part of our commitment to Responsible Gaming, and keeping Hard Rock Bet fun and personally safe, we offer a temporary hold on your account called a Timeout.

- **What is a Timeout?**

As part of our commitment to Responsible Gaming, and keeping the Hard Rock Bet platform fun and personally safe, we offer a temporary hold on your account called a Timeout. Players can select a time period of up to 5 years.

- From the **App**: Tap on your **Balance > Responsible Gaming > Timeouts > Add a Time Period > Save**
- From the **Web**: Click on your **Profile > Responsible Gaming > Timeouts > Add a Time Period > Done**
- **Alternatively:**
 - From the App: Tap on your Account > Responsible Gaming > Timeouts > Add a Time Period > Save
 - From the Web: Click on your Account > Responsible Gaming > Timeouts > Add a Time Period > Done
- Players can still withdraw from their account when on Timeout, but will not be able to deposit or bet until the Timeout interval has been

met.

- Our Customer Service team will help navigate you through the process, but will not be able to set up a Timeout on your behalf due to regulations.
- **Step-by-Step Walkthrough Video for Setting Timeouts:**
<https://www.hardrock.bet/wp-content/uploads/2024/08/how-to-timeouts-video.mp4>

❖ **Self-Exclusion** - The Self-Exclusion tool allows you to deactivate your account for a specific time interval or indefinitely.

○ **What is Self-Exclusion?**

Self-exclusion is a voluntary process where a Player can request to have their access to their account blocked for a time interval or indefinitely, in order to take a break from gaming activity.

Players can choose to self-exclude from 1 to 5 years, or permanently.

○ **How do I Self-Exclude from my account?**

- To Self-Exclude from the App: Click on your Profile > Responsible Gaming > Self Exclusion > Redirect to PlayersEdge website at <https://playersedge.org/> > Select "HELP IS HERE" button located at the top of the page > Select Florida button located in the "NEED HELP? FIND THE RESOURCE IN YOUR AREA" box > Follow the prompts on the right-hand side on how to Self-Exclude in Florida
- To Self-Exclude from the Web: Visit PlayersEdge website at <https://playersedge.org/> > Select "HELP IS HERE" button located at the top of the page > Select Florida button located in the "NEED HELP? FIND THE RESOURCE IN YOUR AREA" box > Follow the prompts on the right-hand side on how to Self-Exclude in Florida
- **Alternatively:**

- To Self-Exclude from the App: Tap on your Account > Responsible Gaming > Self Exclusion > Select a Time Period > Save
- To Self-Exclude from the Web: Click on your Profile > Responsible Gaming > Self Exclusion > Select a Time Period > Save

○ PlayersEdge prompts for Self-Exclusion state:

- **Enrollment:** In-person at the casino with Security or via mailed in documents which are signed and processed by a notary.
- **Terms:** One Year, Five Years or Lifetime. Exclusion includes all gaming activities at all Seminole Tribe of Florida casino gaming establishments, including mobile sports betting.
- **Dispute Process:** Contact Seminole Tribal Gaming Commission in writing. Requests presented to Gaming Commission for review.
- **1st Violation:** Warning and ejection; winnings forfeited.
- **2nd Violation:** Warning in presence of police, removal from Self-Exclusion Program with placement in Ejection Program and new date of ejection applied.
- **3rd Violation:** Subject to arrest for trespassing.
- Can enroll in Self-Exclusion remotely. Please download, fill out, and mail-in the form at https://playersedge.org/assets/pdf/florida_self_exclusion_form.pdf

○ **How do I permanently self-exclude?**

Self-Exclusion is a voluntary process where a Player can request to have their access to their account blocked for a time interval, in order to take a break from gaming activity. A player has the option to permanently self-exclude themselves from Hard Rock Bet.

Players choosing to permanently self-exclude themselves from Hard Rock Bet are recommended to initiate a withdrawal of their funds **before** placing the designation on their account. **Please note, a**

permanent self-exclusion designation cannot be reversed.

- To Self-Exclude, the Hard Rock Bet Responsible Gaming team can be emailed at their dedicated email address – flrg@hardrockbet.com – to permanently close a Players account for responsible gaming reasons. For the Hard Rock Bet Responsible Gaming team to take any action on their account, the Player will need to contact them from the email address associated with their Hard Rock Bet account.
- The Customer Service team will help in navigating you through the process, but will not be able to set up a Self-Exclusion on your behalf due to regulations.
- Once you Self Exclude your account from Hard Rock Bet, you won't be able to play again until the time period that you selected lapses.
- **Can you remove the self-exclusion from my account?**

When it comes to self-exclusion, you have to wait for the time period to lapse before you can play again.

Players can choose to self-exclude from 1 to 5 years, or permanently. Once a self-exclusion period has been set by a Player, it cannot be reversed by anyone. Players must wait the allotted time of the self-exclusion period before they can re-enter the site.

Stay In Control

The power to pause whenever you need it.

Timeout

Allow you to restrict your account for a short period of time so you can't play or deposit. You will still be able to log-in, withdraw, or look at your account history. You will still be able to receive winnings/awards from wagers or promotions earned prior to their Timeout, should terms and conditions permit. You won't receive marketing communications while a timeout is active.

Self-exclusion

In a nutshell, self-exclusion is a way to be blocked from gambling for a longer period of time. It's similar to timeouts, but with some key differences:

- Typically self-exclusion periods start at 6 months or 1 year. Depending on the state, it can be up to 5 years or even permanently
- You won't be able to log-in to your account.
- All marketing will stop and you won't be eligible for any promotions.
- Due to various state laws and regulations, the way self-exclusion works can differ.
- If you self-exclude in one state within the app, it will prevent you from using your account in another state.
- If your self-exclusion expires, you will need to contact us to have your account reinstated.
- If you change your mind, unfortunately, we can't reverse your decision.
- It's important that you withdraw any money you have in your account before entering a self-exclusion
 - (Don't worry, if you forget, just contact us and we'll help you!)

Timeouts and Self-Exclusions cannot be reversed until the self-imposed time limit expires.

Florida

To learn how to self-exclude in Florida, visit playersedge.org and select "Help is here" at the top of the page.

If you only want to restrict your Hard Rock Bet account, explore our Timeout options in the responsible gaming menu. Timeout periods range from 3 days to 5 years.

Hard Rock Bet - Additional Available Responsible Gambling Tools & Customer Service Contact Information:

How do I close my account?

This is for cases when you're not happy with our product or services and have already contacted customer service for a solution. We aim to make all our customers happy while abiding by regulatory policies associated with your jurisdiction. We would love to keep your business but if you insist on closing your account, please follow the steps below:

*Non-self-excluded players can withdraw funds after selecting Close Account on the account page. Select Withdraw Funds, enter the amount, choose a withdrawal and payment method, then tap Done. Next, select a reason for closing the account and tap Confirm & close account. Your Hard Rock Bet account will remain open for up to 24 hours, during which all play and betting activity is disabled.

If you change your mind later, contact our Customer Service Team.

- Withdraw all funds
- Go to your Account, Select Account again, and then Close Account.

My account is dormant. How do I get my money back?

If you haven't played in a while and there has been no interaction with the platform, you may receive a reminder email, particularly if you have a balance in your account.

There are different rules and regulations with regards to dormant accounts with the states we operate in. You can review these in our State-specific Terms and Conditions pages.

The states below have specific regulations that must be adhered to with regards to dormant accounts:

After this point, in order to add funds back you'll need to contact Hard Rock Bet Customer Service.

- Virginia: your account will be considered "dormant" after a consecutive five (5) year period.

- Arizona: your account will be considered "dormant" after a consecutive three (3) year period.
- Tennessee: Your account will be considered "dormant" after a consecutive three (3) year period.
- Indiana: your account will be considered "dormant" after a consecutive three (3) year period.
- New Jersey: your account will be considered "dormant" after a consecutive one (1) year period.
- Illinois: Your account will be considered "dormant" after a consecutive three (3) year period.
- Florida: Your account will be considered "dormant" after a consecutive (18) month period.
- Ohio: Your account will be considered "dormant" after a consecutive (180) day period.
- Colorado: Your account will be considered "dormant" after a consecutive three (3) year period.
- Michigan: Your account will be considered "dormant" after a consecutive three (3) year period.

Account Closed, what does this mean?

The account has been closed by either the owner of the account or Hard Rock Bet.

Account Suspended, what does this mean?

The account is temporarily disabled for multiple reasons (i.e. too many invalid logins, insufficient funds, etc).

Using the "reset password" function available on the log-in screen before the third attempt can prevent future lockouts.

Insufficient funds can happen as Online Banking deposits take 1-3 days to reflect on the account. If Hard Rock Bet has collected the funds from your bank account and your account is Suspended, send an email to our Customer Service Email including a screenshot of the charges posted on your bank account. The screenshot must be a posted transaction, not a pending transaction and it must include the date.

How do I contact a Customer Service agent?

Hours of Operation: Our Customer Service team is available via live chat and email 24/7, and by phone (where applicable by state) from 12 PM to 8 PM EST, 7 days a week. Live Chat From the App: Tap on your Account tab > Help > Live Chat From the Web: Click on your Initials icon > Help > Live Chat

Account (You must be logged in to Live Chat): You'll need to log in to your Hard Rock Bet account via the APP or Web.

- Select "Account"
- On the next page select "Help"
- Select "Live Chat"

Email: Florida: flsupport@hardrockbet.com

Illinois: ilsupport@hardrockbet.com

Michigan: misupport@hardrockbet.com

New Jersey: njsupport@hardrockbet.com

All other states: support@hardrockbet.com

Social: Instagram: @HardRockBet Tiktok: @HardRockBet X (Twitter):

@HardRockBet Customer Support: @HardRockBetHelp Facebook:

Facebook.com/HardRockBet

Phone: Illinois: 1-708-649-0653 New Jersey: 201-212-6158 Tennessee: 615-866-0667 Colorado, Florida, Michigan, Arizona, Indiana, Virginia, and Ohio: Not Available

How do I file a complaint?

Should you wish to raise a complaint, you can do so via Help > Contact Us:

Chat

Phone:

- New Jersey: 201-212-6158
- Tennessee: 615-866-0667
- Illinois: 708-649-0653
- Colorado, Florida, Michigan, Arizona, Indiana, Virginia, and Ohio are unavailable by phone.

Social Media:

- Social messaging (Twitter @HardRockBet, Facebook Messaging at Facebook.com/HardRockBet)

Email:

- NJ Email: njsupport@hardrockbet.com
- FL Email: flsupport@hardrockbet.com
- IL Email: ilsupport@hardrockbet.com
- MI Email: misupport@hardrockbet.com
- All Other States: Support@hardrockbet.com

Mail: Attn: Customer Service, Address: 5701 Stirling Road, Davie, FL 33314

Please also include the following information to resolve your complaint as quickly as possible:

Your name Email Address Phone Number Bet ID #: if applicable The full details of your complaint

Next Steps: We have a multi-level complaint process to ensure we can resolve your complaints in a timely manner. Upon receipt, your complaint will be assigned to an individual member of Hard Rock Bet's Customer Service team to assess and resolve. We will endeavor to respond within 48 hours.

If you are not satisfied with our response, you can request an escalation which will be overseen by a member of our Customer Service Management team.

If escalating a query to our Customer Service Management team does not resolve the issue, you have the right to file a written complaint. Our customer support team will advise you of the appropriate address and or email address to submit your complaint.

Additional Help:

If the complaint is not resolved satisfactorily, you can submit a patron dispute via your state's Department of Gaming Website using the links below.

- Arizona: <https://gaming.az.gov/>
- Illinois: <https://www.igb.illinois.gov/ContactUs.aspx>
- Michigan: <https://www.michigan.gov/mgcb/patron-disputes/internet-gaming-and-sports-betting-complaint>
- Colorado: <https://sbg.colorado.gov/gaming>
- Virginia: <https://www.valottery.com/aboutus/casinosandsportsbetting/sportsbetting>
- Tennessee: <https://www.tn.gov/swac/inquires/complaint.html>
- Ohio: <https://casinocontrol.ohio.gov/Legal/PatronInquiryComplaint.aspx>

- New Jersey: <https://www.nj.gov/oag/ge/inquiriespatroncomplaints.html>
- Florida: <https://www.semtribe.com/services/gaming-commission/file-a-complaint>