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request for information

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Aan: Support Starzino <support@starzino.com>

Hello,

Over 3 months ago I filed a complaint about not getting my refund paid on the LCB website. At that point it was not a complaint at all, it was a request to receive help to get in contact with you guys.

At this point it is a complaint, because the lack of communication and false promises being made on the LCB website by the casino rep are just too much now. I really don't understand how we got to this point, because we always had a very good way of communicating, it was friendly, direct and we shared some jokes here and there. I also remember a hilarious review with an even better response from one of your staff members.

That being said, I feel the time to finally end this case is here and not over a week or month. It's ridiculous that no progress has been made, because of a different bank account. I also requested my deposit history so I could see if there were any crypto deposits made by me, because I think there is at least one. If that's the case, you could simply use crypto to pay my refund. But since there are no replies to any emails, I have little to no hope this one will get a reply.

I want to make a request one last time to pay my refund of 437 euro today. The account number is in the screenshot I am sending attached to this email. It's a screenshot from my bank application. If this is all too complicated, to process a new bank account, check for my crypto deposit(s) and use that payment method please.

Hopefully someone finally will take action and move forward. On the LCB thread admins are asking for a solution as well. If you want to make a positive impression on the LCB website, which has a large and great community, this is the time to move forward.

Thanks for reading, if this gets read at all of course, and as always I am wishing you a wonderful day and all the best!

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