



Gerard M <g.molenaar1981@gmail.com>

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**still no reply/review on trust/preparing complaint for CGA and Dutch gambling authority**

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**G.Molenaar** <g.molenaar1981@gmail.com>  
Aan: Support Starzino <support@starzino.com>

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Hello,

Since you choose to ignore me I want to report something which is that at this point I really have lost all the trust I had in Starzino. Even live chat agents on the casino website are just bluntly ignoring me, and I am not the only one apparently.

I also placed a review on trustpilot which is not a positive one obviously. What is really really really messed up is that you claim to do things, ask people for a lot of sensitive information and then just ignore them.

Your casino rep on the LCB website hasn't been active in weeks, which is also a massive red flag. But rest assured, I will do everything in my power to solve my case, with or without your help. If you want this review to be deleted, there is simply one thing you need to do and that is apologize for the horrible way I have been treated and obviously solve my case. I got so much evidence against you and the way you operate that I think you could actually lose your license because of it.

I really want to make clear what you need to do to satisfy me at this point, and if you keep on ignoring me there will be some other steps I will take. The following needs to be done in order to solve my issue:

- delete all my personal information I have sent you, based on trust, which I clearly cannot depend on and I don't want my personal information being stored at a company that treats people in such a bad way, I want a statement from you that everything has been deleted from your files.
- obviously pay me the funds we have agreed to
- apologize for the inhumane way I have been treated, the waiting, being ignored, while dealing with some real life issues which I also mentioned in my emails.

If you keep ignoring me I will take the following steps:

- I will bring your casino to the attention of the authority that gave you a license. Hopefully they will take action. A nice LCB admin gave me all the information I need to start a case against you.
- I will also file a complaint at the Dutch gambling authority and I will promise you they won't take this stuff lightly, as a matter of fact, they really want information about casinos that are operating like Starzino does. You will risk a lot if you ignore them as well, and the consequences might be that your page gets blocked in the Netherlands and even worse, maybe in the entire EU, because the EU works together and they don't mess around with stuff like this. I also want to make you aware of the strong connection between Curacao and the Netherlands, I can imagine both authorities have a strong communication and will help each other when reports like mine reach them.
- I will post reviews about the horrible experience I had with your casino on every possible platform I can find to save other people from losing their hard earned money to you.

I have emails to show I am 100% right and it's really not hard for anyone to understand who is to blame in this entire case. You really have to understand that I have shown patience, understanding and I have always been polite and now the patience is up, no more waiting but still polite!

One last thing that might be important to you. I did some research and apparently you have been advertising as a legal casino operating in the Netherlands. You probably already know this, but in case you don't, what you are doing is 100% illegal according to the law. You are now allowed to offer any services in the Netherlands and letting me play for months without me knowing I should not have been allowed to open an account in the first place is a criminal offense. The moment I realized this I reported this to your customer support and my account was closed. That is a good step, but you still need to take more steps to solve this matter, which is to pay me back my money and return/delete all my personal information.

This is really your last chance. If I don't receive a reply within 5 days, I will do all the things I just stated above. This is not a threat, but a promise. And I have every right to do so!! I hope you won't let it come this far and finally take responsibility for your actions.

Kind Regards  
Gerard Molenaar