

Claim #: 20205137, 20205142, 20205025

January 1, 2025

Dear Sportzino Management,

I am writing to file a formal complaint regarding the inconsistent application of your account verification policies, the poor customer service I received when trying to resolve this issue, and the resulting financial impact on me.

On December 25, I attempted to re-verify my account using my Aspiration account so that I could redeem my \$4,000 in winnings. However, your support representative Maya informed me that Aspiration and several other digital payment methods, including CashApp, Venmo, Skrill, Wisely, and PayPal, Prepaid/Credit Card accounts, and the like are not accepted for redemptions.

Furthermore, on December 31, I decided to try resubmitting the required documents using my Chime bank account. This was after I had reviewed complaints on Trustpilot where other Sportzino customers mentioned being able to successfully use their Chime accounts, even though the Sportzino representative Maya had previously told me this type of account was not an acceptable payment method. To my surprise, my Chime account submission was not automatically denied like my Aspiration account.

During the first verification process, I was able to provided a copy of my DMV record and a recent property tax bill, as an acceptable proof of residency.

However, when I resubmitted those same documents on December 31, the Sportzino representative told me they were no longer acceptable proof of residency. It wasn't until I pushed back and pointed out that those documents had been accepted during the first verification that they agreed to accept them again.

This inconsistency is an important point to highlight. Based on reviews I found on Trustpilot, it seems other Sportzino customers had mixed experiences in getting Chime accepted - with some being able to use Chime and others being rejected.

The fact that I was ultimately able to successfully use my Chime account, after being told it was unacceptable, indicates there may have been ambiguity or lack of clarity in Sportzino's actual payment method requirements. If I had known Chime could potentially be accepted, I would have tried that option sooner instead of being forced to spend the \$4,000 I had intended to withdraw.

When I reviewed your Sweeps Rules and Terms and Conditions, I could not find any policy explicitly restricting redemptions to only checking or savings accounts from "established financial institutions." In fact, Section 5.7 of the Sweeps Rules states that the only requirements are that the participant is responsible for ensuring their financial institution accepts payments, Sportzino has no obligation to check if a bank will accept payments, and participants must provide accurate bank account information.

Frustrated by this inconsistent application of your policies, I asked Lexie to help me figure out the situation. Instead of providing a helpful response, Lexie stated that "this matter is your responsibility" and did not offer any further assistance. When I asked about pointing me to the specific section that outlines this restriction, I stopped receiving responses.

After, Arya, reminded me that I agreed to adhere to the terms and conditions and encouraged me to review the sweeps rules under prize redemption guidelines, I found both the Sweeps Rules and Terms and Conditions cited no policy that prohibits the use of digital payment accounts like Aspiration. This inconsistent application of your policies, coupled with the unhelpful response from your support representatives, has prevented me from withdrawing funds that I have rightfully earned through participation on your platform.

As a result of being unable to access these winnings, I was forced to spend the \$4,000 that I had intended to withdraw. This has created a significant financial burden for me.

Additionally, last week I reached VIP status in your All Stars League, which comes with a perk of status freeze. However, the following week I was unexpectedly bumped back down to the House League, despite achieving the higher status.

I am filing this formal complaint to request a thorough review of my case, a clear explanation of your policies regarding acceptable payment methods and league status changes, and appropriate compensation for the \$4,000 I was unable to withdraw and subsequently had to spend. I would also like to understand what steps will be taken to improve customer service and ensure consistency in the application of your terms.

Thank you for your attention to this issue. I look forward to your response.

Sincerely,

Jennifer Kennedy

User ID: 500259982