Fireball Casino Support and Complaints

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Support and complaints / Support channels and procedures

- **Operator description — Support and FAQ.** Live chat is stated **24/7**, email of the customer department helpdesk@fireball.casino. The operator promises to respond without delay; chat response time and email are considered separately for specific requests. The Freshdesk widget shows Live Chat and Email support. FAQ covers the account, deposits, withdrawals, games and promos. About Us also mentions a phone; the public number of general support refers to the contact details of this service.
- **Operator description — Read More.** The official English review gives a second address **support@fireball.casino** for detailed questions and documents. The privacy policy separately permits the recording of calls to and from support for staff training, security and resolving requests.
- **Saved information — FAQ, troubleshooting.** If there is a problem with the game server, check the internet. If the connection drops, an unfinished game should continue after logging in again. If there is an application error, FAQ suggests clearing the cache and cookies, restarting the browser, then trying another browser. If the failure persists, contact chat or write from the registered email. Slow performance is associated with bandwidth, running programs and provider/network problems.
- **Additional contacts:** data protection — dpo@fireball.casino, responsible gaming — rg@fireball.casino, formal complaints — csf@fireball.casino, reports of regulatory violations — complaints@cga.cw, external compliance XCM after internal procedures — complaints@xcm.cw.

Support and complaints / Formal complaint, ADR and regulator

Saved information — Complaints Policy and Terms and Conditions §30. The policy is part of the contract and refers to article 5.3 LOK and the requirements of CGA.

- A free complaint from a registered owner is submitted **within six months** of the incident or settlement of the bet. First, an informal resolution can be requested via chat or email. If the matter remains, an official written Complaint Submission Form is required, available as described online and in downloadable form in English and the main language of the domain. The fields are identifying data, dates of the complaint and the event, a description and evidence.
- Grounds include deposit/withdrawal, bonus/promo, closure or restrictions, fairness and game errors, responsible gaming, balance and transactions, KYC, data and privacy, technical failures, AML, minors, fraud, breach of license/regulations and unfair terms or misleading information.
- Complaints about responsible gambling (self-exclusion, pause, possible targeting of vulnerable people) are acknowledged **within two business days** and, where possible, resolved **within five business days**. Any delay is communicated. The document specifies a maximum delay of **two weeks** and a further **two weeks** if the player's cooperation is delayed.
- Other complaints are acknowledged **within seven calendar days**, with a target final response **within four weeks**. In case of difficulties or a request for documents, one deferral of up to **four additional**

weeks is possible with prior written notice. The player is informed of progress and required actions. The final written response contains the conclusion and reasoning, remedial measures or the reason for refusal/non-consideration (for example, insufficient information or a missed deadline), as well as the right to apply to ADR.

- The operator undertakes to assess evidence in good faith under applicable law and the contract. Upon receiving a complaint, the company confirms it in writing and describes the process and indicative timeframes. After the internal procedure or its final response, the dispute is referred to the free independent ADR **Resolvo Curaçao**. Under §30.2, either party may refer an unresolved dispute. If the same dispute is being considered by a court or another ADR, or has already been decided by a certified CGA provider ADR, there is a conflict of interest, the case is clearly unfounded/malicious, or it does not fall under the rules of Resolvo, the provider may decline it.
- The online form Resolvo requires full name, current address, ID of the account, the original complaint, a copy of the final response, a description, the desired outcome, attachments, and confirmation that there is no parallel court/ADR. Languages — English, French, German, Spanish. Receipt is confirmed within **seven calendar days**. Resolvo may request additional data, and a reasoned independent written outcome is issued **within 90 days of the referral being sent** and is binding on the company under the rules of CGA. Contacts: info@resolvocuracao.com, **+5999 664 31 33**.
- CGA monitors compliance with the licence and receives reports of breaches of its terms, unlawful or unethical conduct, regulatory non-compliance and whistleblowing. Players may report these regulatory violations to CGA directly. The regulator may use reports for supervisory or enforcement measures. CGA does not resolve individual gambling disputes. The policy specifies a case-file retention period of **five years**, unless data protection rules or limitation periods require otherwise. Reports CGA are submitted on **15 January and 15 June**, with the number of complaints resolved (upheld and rejected), pending, broken down by category, referred to ADR and to court.
- AI may assist in identifying and categorising a complaint while maintaining transparency and fairness. Ongoing monitoring checks the accuracy, proportionality and consistency of the AI's work in similar cases. Responsible gambling issues and complex factual disputes are referred to a qualified human. The policy is reviewed at least once a year and earlier if CGA requirements change.

Support and complaints / Confirmed dialogue SUPPORT-01

I opened a chat in Polish 14.11.2026 at 15:00 CET and asked about the minimum welcome and card payment. An auto-reply appeared after 2 s, an agent responded after 38 s, and at 15:02:10 transferred the question to a specialist. At 15:07:40 I received an explanation: 20 PLN — a promotion condition, 50 PLN — the card minimum. No compensation was credited, and the money balance did not change. Resolution duration 460 s; the auto-reply is not included in the agent response metric.

A non-payment complaint is a separate process: the owner's request, written form within 6 months, confirmation of an ordinary complaint within 7 calendar days, final response within 4 weeks with a

stipulated deferral. After the internal procedure, Resolvo is used; the author's editorial email does not decide on the casino cashier.

Support and complaints / Support and disputed case

Field	Value and scope
28-01 · Contact owner	Support Fireball — operator; editorial Michael.Zielinski@gmail.com — the author's contact, not the cashier.
28-02 · Channel purpose	SUPPORT-01: question about the difference between the minimum welcome 20 PLN and the card minimum 50 PLN.
28-03 · Channel	Live Chat in the widget; helpdesk@fireball.casino — written support; Telegram is not used as a support route.
28-04 · Operating hours	Live Chat 24/7 according to the source Support; the speed of a particular response is not guaranteed by this schedule.
28-05 · Language of communication	SUPPORT-01: Polish; English is permitted upon escalation. The interface languages PL/EN/DE/HU are not declared as guaranteed languages of all staff.
28-06 · Subject	Explanation of the bonus and payment minimums, without a demand to treat 5000 FS as 20 PLN.
28-07 · Ticket number	SUPPORT-01 — internal ID of the confirmed dialogue in Freshdesk.
28-08 · Time sent	14.11.2026 15:00:00 CET.
28-09 · First automatic reply	Auto-reply at 15:00:02 CET; it is not counted as an agent response.
28-10 · First substantive response	First substantive response at 15:00:38 CET; wait 38 s.
28-11 · Transfer to another agent	Transfer to a bonus specialist at 15:02:10 CET; same channel and same question.
28-12 · Time of correction	Final explanation at 15:07:40 CET; 7 min 40 s from sending.
28-13 · Financial correction	0 PLN: SUPPORT-01 informational, no additional bonus or compensation was credited.
28-14 · Reason for refusal	The refusal of the request to use a card at 20 PLN is related to the method minimum 50 PLN; the right to welcome with a suitable payment is preserved.
28-15 · Outcome	I received an explanation: the promotion threshold and the cashier minimum are different conditions; the calculation of the card scenario remained 50 PLN →50 PLN of the bonus.
28-16 · Material for the dispute	The dispute material set includes the dialogue text, the welcome terms and the cashier minimum screen; the saved materials confirm the content of the request.
28-17 · Reopening	A repeat request is linked to the same SUPPORT-01; in the confirmed episode there is no reopening after the explanation.
28-18 · Related ID of the disputed coupon	There is no sports coupon; the related object is PL-BONUS-01, the question relates to the bonus.
28-19 · Transfer between Telegram and Live Chat	There is no transfer Telegram →Live Chat; the request is handled directly via Live Chat.
28-20 · Range of the first substantive response	38 s in SUPPORT-01 — the recorded time of the first substantive response. Other chat ratings Casino Guru remain separate observations.

Field	Value and scope
28-21 · Moment of actual correction	15:07:40 CET — the moment of explanation, not of financial crediting.
28-22 · Amount of the credited correction	0 PLN.
28-23 · Final status of the disputed case	The informational question is closed; the money balance did not change.
28-24 · Addressee of the external complaint	Formal complaint to the operator csf@fireball.casino; after the internal procedure Resolvo Curaçao. complaints@cga.cw — regulatory violation; CGA does not consider an individual gambling dispute instead of ADR.
28-25 · Self-exclusion steps	RG-01: I chose self-exclusion for 1 year, confirmed the period and scope; self-exclusion was applied immediately, login and play were blocked, marketing was disabled. The available balance is handled separately under withdrawal rules.

Source corpus links / Complaints and dispute resolution

- Resolvo Curaçao
- Instruction Casino Guru on complaints
- Complaint card for Fireball Casino in Casino Guru
- Complaint handling procedure in Casino Guru
- Casino Guru help on contacting regulators
- Complaints center Casino Guru