(MOHAWK TERRITORY OF KAHNAWÀ:KE – January 29, 2026) Proposed Amendments made by the Kahnawake Gaming Commission to the *Regulations concerning Interactive Gaming* (the "Regulations")

Proposed amendments made by the Kahnawake Gaming Commission to the *Regulations concerning Interactive Gaming*, Part XXIV: Complaints and Dispute Resolution

Sections 267 to 276 be amended and replaced in their entirety to read as follows:

267. All Authorized Client Providers must make adequate provision for receiving and addressing any complaints, including the provision of an appropriate dispute resolution process. The dispute resolution process must include an opportunity for the complainant to have recourse to the Commission in accordance with this Part.

268. All Authorized Client Providers must maintain adequate records of all complaints and disputes it receives, and such records must be provided to the Commission in a timely fashion.

269. The Commission's logo must be prominently displayed on the Authorized Client ~~Provider's~~ Provider's website with a notification that complaints may be addressed to the Authorized Client Provider in the first instance and thereafter ~~directly~~ to the Commission in accordance with this Part. The Commission's logo must be properly linked to a Certificate of Good Standing, issued by the Commission.

270. An Authorized Client Provider must issue its final decision in respect of a complaint within forty-five (45) days of the date on which the complaint was first received by the Authorized Client Provider. Any person who is not satisfied with the final decision issued by~~manner in which his or her complaint has been addressed by~~ an Authorized Client Provider in respect of a complaint, or where the Authorized Client Provider has not issued its final decision in respect of the complaint within forty-five (45) days of the date on which the complaint was first received by the Authorized Client Provider, ~~who prefers to make his or her complaint directly to the Commission,~~ may submit the complaint to the Commission ~~at any time seven (7) days after the date on which the complaint arose~~, notwithstanding any provision of an Authorized Client Provider's terms and conditions to the contrary.

For the purposes of this Section, a complaint is "received" when it is delivered to, and is capable of being accessed by, the Authorized Client Provider through its designated complaint channel(s).

Notwithstanding the foregoing, the Commission may, in its sole discretion, accept a complaint without requiring completion of the Authorized Client Provider's dispute

resolution process.

271. A complaint must be in writing and must contain clear and unequivocal information about the complainant's identity, and provide all the relevant details that gave rise to the complaint and the steps that were taken to address the complaint with the Authorized Client Provider, including, to the extent available, confirmation of the date on which the complaint was first received by the Authorized Client Provider and any final decision issued by the Authorized Client Provider.

272. Complaints must be submitted to the Commission in accordance with these Regulations ~~not less than seven (7) days and~~ not more than six (6) months after the date on which the subject matter of the complaint first arose. For certainty, where a complaint was submitted to the Authorized Client Provider within the six (6) month period, the complainant may submit the complaint to the Commission in accordance with Section 270, notwithstanding that the six (6) month period expires during the Authorized Client Provider's dispute resolution process.

273. As soon as practicable after a complaint is received, the Commission will inquire into the substance of the complaint and will undertake ~~such~~ any investigations as may be required ~~under~~ in the circumstances.

274. Unless the Commission in its sole discretion directs otherwise, the details of all complaints, including the identity of the complainant, will be provided to the Authorized Client Provider against which the complaint is made for response, and to any Approved Agent retained by the Commission to assist in the Commission's dispute resolution process.

275. The Authorized Client Provider must provide ~~to~~ the Commission a full and detailed written response to the complaint within seven (7) days, or such other time as the Commission may direct.

276. To assist in the resolution of a complaint, the Commission may request additional information from the complainant, the Authorized Client Provider or any ~~third~~ other person.

The following new section 276A be added immediately after section 276:

276A. The Commission may retain one (1) or more Approved Agents to assist in, and to carry out on behalf of the Commission, all or any part of the Commission's dispute resolution process under Sections 270 to 276.

Section 277 be amended and replaced in its entirety as follows:

277. After its investigations of a complaint are complete, the Commission will:

(a) dismiss the complaint as unfounded;

(b) uphold the complaint in whole or in part;

(c) direct an Authorized Client Provider to take any steps the Commission may, in its sole discretion, deem necessary to resolve the complaint;

(d) direct an Authorized Client Provider to pay the costs incurred by the Commission in its investigation of the complaint; or

(e) issue any other directions or take any other steps as the Commission, in its sole discretion, deem appropriate under the circumstances.

Section 278 be amended and replaced in its entirety to read as follows:

278. Notwithstanding any otherf provision of this Part, the Commission may dismiss a complaint without an inquiry or investigation if the Commission, in its sole discretion, is satisfied that a complaint is on its face vexatious, unfounded or does not fall within the Commission's scope of authority.

Any interested community member may submit feedback to the KGC via email to communityconsultation@gamingcommission.ca or submit your comments through the Community Consultation page of the KGC website **until February 28, 2026, at 4pm ET**.

For more information about the KGC, go to: www.gamingcommission.ca.