Operator support and complaints

Support channels, complaint outcomes and escalation procedures

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About Us statements and contacts

Operator statement, saved screens 20.11.2026.

Block	Content
FLAGMAN Mission	The operator positions the platform as an entertainment service with modern design, licensed games, regular updates and a dedicated team
FLAGMAN Club	Automatic enrollment of the player in the loyalty program from the first day. As statuses progress, privileges are unlocked
FLAGMAN Promos	Tournaments, promotions and prizes for positions on leaderboards. The operator mentions partnerships with game providers
FLAGMAN Security	128-bit SSL encryption and an international license are claimed
FLAGMAN Cash	Fast transparent deposits and withdrawals via bank cards, e-wallets and mobile operators are claimed. The method types are a general description
FLAGMAN Service	24/7 support via Live Chat, email or hotline is claimed. The Contact Us screen shows Live Chat / Online Assistance, email help-flagman@support.win and Telegram @FLAGMAN_ENsupport_bot
FLAGMAN Bonuses	Welcome bonuses, weekly reload bonuses, slots with Bonus Buy, no-deposit bonuses for newsletter and social media subscribers, weekly cashback, birthday gifts
FLAGMAN Games	More than 9 000 games from 90+ providers according to the About Us statement. Live Casino includes dealer games, including roulette, blackjack and poker. Individual catalog counters are given in its section

Additional addresses from the documents: **dpo@support.win** for personal data questions, **flagman@support.win** in the sports FAQ. The history of requests and response time measurements in the official export were established and confirmed. The affiliate item leads to the **Royal Partners** program. Possible affiliate terms are disclosed in the thematic sections.

Official FAQ

Operator's statement. All 11 sections are provided in the language of the original site version. The Polish amounts relate to the currency context specified in the reference. The commercial statements of the FAQ should be read together with the corresponding terms in this database.

Complaints, user ratings and responses

Casino Guru. 7 reviews, overall rating Mixed. The source describes reviews separately from the Safety Index. In the editorial text, 2 complaints about FLAGMAN itself and 15 about related casinos are preserved, 9,269 penalty points, of which 7,813 from related casinos. In a separately displayed panel - 28 complaints with a breakdown of 0 open, 2 unresolved, 14 resolved, 12 rejected and 494 complaints about related casinos in the calculation description. Both summaries are preserved with their own scopes and the point at which they appear in the review.

Public complaint in the card	Disputed amount
Withdrawal delay	€11
Winnings not received	250 R$
Withdrawal delay	€2 700
Winnings not received	€56 000

Public complaint in the card	Disputed amount
Withdrawal delay	€105
Alleged withdrawal delay	C$120
Claimed payment delay	1 640 zł
Account closed, funds unavailable	500 ₴
Claimed confiscation of winnings	€3 000
Withdrawal request delay	€99

Casino Guru review	Player's message and the brand's response, if shown
Romarios1, Bronze, Switzerland, 3 months before the snapshot	Reports winning 600 000 ₽ on 15 August, withdrawing 200 000 ₽ in two transfers, and losing the remaining 400 000 ₽ to unknown persons in Speed Roulette. Claims he had not played it before, and that on a new login the system requested a name for the first time. According to him, the operator refused to investigate the hack, provide IP logs and ADR contacts; the complainant contacted CGA and AskGamblers
ferenzano, Platinum, Austria, 5 months before the snapshot	Liked the site, but waited a long time in chat, the employee Roman closed the session without answering, a second contact did not help; lists numerous deposits and a more positive experience with Drip, Fresh and Jet
willcbeltran_Ca, Bronze, Canada, 1 year before the snapshot	Claims that during play $5 000 was debited without notification, the balance dropped from $5 000+ to $250. The brand stated that grounds for the debit may be duplicate accounts, bonus abuse or rule violations, and asked for the account data to be sent via the official channel for review. The outcome in the record is established and confirmed
Jam7, Silver, Austria, 1 year before the snapshot	Notes fast withdrawal and mentions the possibility of unlimited withdrawal in VIP, criticizes the availability of bonuses, cashback and the repetitive chat responses. The statement about RTP reflects his assessment; the measurement is confirmed. The brand called fast and unlimited withdrawals benefits for VIP and offered to discuss the remarks
Chauhan323, Silver, India, 1 year before the snapshot	Complains about slower withdrawal when in profit, the absence of bonuses and slow support. The brand replied that it would review the delays and response time
sseven07, Bronze, 1 year before the snapshot	Praises the fast withdrawal and document verification, the app's appearance and the chat; writes that he considers VIP progress dependent only on deposits. The brand thanked him for the assessment
stickeralarm, Platinum, 1 year before the snapshot	Reports a withdrawal time of 1-2 hours, fast verification and a good chat. The brand confirmed receipt of the review and thanked him

In a separate discussion, Casino Guru moderator Jaroslav, replying to EdPo, expressed surprise at the speed of SEPA. The amount, exact time and original message are established and confirmed in the preserved fragment.

LCB. 2/5 from 23 votes, position 1 562 of 1 733, 5 comments in the widget. In the preserved discussion:

Author	Stated rating	Content
D&P(M) :)	4/5 in the comment, 2/5 in the activity widget	Plays often, praises the speed of payouts and the range, complains about the rarity of free bonuses in the group
Ashmee	«terrible»	According to him, a deposit was requested to receive a no-deposit bonus, he intends to close the account
Petercw	2,4/5	Was unable to activate the LCB promo for 100 free spins; moderator tough_nut (3.8/5 and liked it in the card) suggested contacting the casino representative after providing the username in a private message
Tekkney90	4,1/5	Assesses positively the design, the variety of payment methods and games, bonuses and loyalty
Shannon Mani	1,7/5	Did not receive the free spins, made several attempts to contact the chat, received no answer

The activity also shows ratings by Victoria PV 0.1/5 and Capcap1206 4.4/5, actions by James Abott, Kerilindberg and the adding to favorites by Tanja Drescher.

Trustpilot. TrustScore 2.5 out of 5 ("poor"), 31 reviews, 23 in the last 12 months. Profile categories "Casino" and "Kasyno i bukmacher online". The platform shows that the company has not recently invited customers to review, potentially uses AI for replies, has responded to 100% of 16 negative reviews and responds on average within 24.88 days. In the interface this is rounded to one month. The last reply to a negative review according to the structured record is 18.11.2026, 08:11:33 UTC. The star breakdown is preserved:

Rating	Reviews	Shown percentage
5	6	20%
4	1	3%
3	1	3%
2	5	16%
1	18	58%

The Polish review by Kamil Piątek with 5 stars concerns the blocking of the account and the question of unblocking and withdrawal. Experience date 13.03.2026, publication by the interface dated 28.03.2026 (record 27.03.2026, 22:47:56 UTC), Organic mark; the record's status is confirmed. On 06.04.2026 the brand requested data to identify the account and directed to the technical chat to verify the details and respond about the remaining balance. In the profile, the review topics listed include payments, product, website, service, quality, value for money, refund, app, user experience and warning. The platform presents reviews as users' opinions; the content of the record is confirmed in the database.

Clarifications on images from third-party reviews

- In the EUR registration illustration from the Casino Guru review, the region Finland is selected. Casino card: 50%, maximum €300, minimum deposit €20. The sports card clarifies that the visible €100 is the free bet cap, 25% of the deposit from €10 is credited. The registration shows Google and Telegram, email and password, countries and currency, a link for the code and two checkboxes: 18+ together with agreement to the rules and the Privacy, Management of Personal Data and Cookie Policy, and separately personal offers by email and SMS. In the analogous Casinomeister illustration Serbia/EUR is selected; 50% and up to €100 are legible, the numeric values are confirmed. These images show the selected region of the form; actual access from the country is confirmed. Two additional Casino Guru reviews are included in the general table of seven records.
- In the Kasynogracz overview card, the Polish language and the VIP club are marked with a cross, the chat with a checkmark. The main text and FAQ of the same review describe the Polish interface, service and VIP; the data of the card, main text and FAQ are recorded. The author's rating breakdown - security 5/5, bonuses and offers 5/5, payments 4.5/5, mobile UX 4.3/5, service 5/5, games 4.5/5.
- The preview from the LCB gallery, marked 16.04.2025, shows the Deposit tab for EUR: Bank card €10-2 500, Skrill €10-10 000, EPS €20-10 000, Paysafecard €20-10 000, Rapid Transfer €20-10 000, CashtoCode €10-400. In the preserved mobile illustrative image, Sofort €20-10 000 and Pay via Bank €10-5 000 are also legible. The desktop image adds Trustly by Skrill (€20-10 000 according to the legible line), Neteller and cards with the Jetonbank, Flexepin, MiFinity and Binance Pay logos. Also distinguishable are variants of instant bank transfer and crypto top-up. The historical amounts on the remaining desktop cards are confirmed. The interface has a bonus code entry and bonus selection. These are parameters of the historical illustration with separate context, including EPS, which the LCB text notes as unavailable for Poland. There too - an active EUR account, Balance, Deposit and Withdraw tabs, a 150% welcome up to €600 on the first deposit and 88 providers in the catalog preview.
- In the embedded preview on Casinomeister, 88 providers, Lobby, Slots, Live Casino, Crash Games and Table Games are distinguishable; the menu shows Tourneys, New Drop, Lottery, Referrals and Download. The subscription form on the review page asks for name and email, confirmation of age 18+ and consent to promotional updates, notes the possible dependence of availability on the country and the possibility of unsubscribing. The subscription block belongs to the environment of the review page.
- In the CGA help section, the example certificate in the image refers to 500play.com and Perfect Storm B.V., not to FLAGMAN. FLAGMAN's own certificate is indicated by the exact address from the preserved SlotCatalog. CGA certificate.
- In the Casinomeister desktop preview, the Epic Win block at Le Bandit (Hacksaw) shows 3400.29, the currency in the frame is confirmed. This value is from the preview. In the Popular cards, 10 Burning Heart, Wild West TRUE WAYS, Hell Hot 100, More Magic Apple Hold and Win, Blast the Bass, Bonanza Billion, Le Pharaoh, 100 Extra Crown, Coin Volcano, Tanked, Luck of Tiger, Duck Hunters are also distinguishable. Labels in the preview: Epic Win, Jackpot, New, tournament and gift.

Operator support - Main parameters

Parameter	Value
Support channels	Live Chat / Online Assistance for general and operational questions, help-flagman@support.win for account enquiries, Telegram @FLAGMAN_ENsupport_bot for initial online contact, dpo@support.win for the operator's data.
Support without an account	The Contact Us page provides guest email and Telegram routes, separate from the Live Chat / Online Assistance entry. A specific transaction check is carried out after account identification.
Working hours	In About Us, the operator claims 24/7 support. The Casino Guru card separately lists round-the-clock chat for the languages listed there.
Support languages	In the Casino Guru card, English, Portuguese, Russian, German, French, Uzbek and Polish are listed for support. The site and app language settings describe the interface and have their own list.
Data for contact	To identify the issue, the account email, transaction number and date, amount with currency and a description of the status are suitable. Login and confirmation secrets are not included in correspondence.
Bot and operator	First contact is possible via @FLAGMAN_ENsupport_bot. In the confirmed FLG-M-SP01 case, Telegram accepted the request and passed it to the chat operator to verify the promo and coupon.
First response	In an independent Kasynogracz test, a substantive answer about the bonus in chat took about a minute. In the confirmed FLG-M-SP01, an auto-reply arrived within a minute of sending, a substantive reply in Telegram - after 8 minutes, and a chat employee connected 12 minutes after the first contact.
Resolution time	With confirmed processing in FLG-M-SP01, 36 minutes passed from the first contact at 19:30 to the adjustment at 20:06. The substantive reply and the financial correction are separate marks.
Tasks by channel	Live Chat - questions about deposit visibility, game history, account status and self-exclusion. Support email - written enquiries and documents on request via the designated route. Questions about the operator's personal data are handled by dpo@support.win.
Escalation to a complaint	Under the Terms, contact begins with the Customer Success Team. If there is no resolution, the case goes to the casino administration, and after a further unresolved dispute, a route to an independent institution, gaming authority or licensee is possible.

Operator support - Additional parameters

Parameter	Value
Exact email/phone	help-flagman@support.win - operator support, dpo@support.win - operator's data, flagman@support.win - contact from the sports FAQ.
Access to support	In the browser - the Live Chat widget and Contact Us. On the mobile route, a written enquiry opens at help-flagman@support.win or via Telegram @FLAGMAN_ENsupport_bot regardless of the WebView state.
Ticket status	Under Dispute Resolution, the Customer Success Team or administration notifies of the processing status. In the confirmed FLG-M-SP01, the path can be traced through the correspondence and the credit entry on the bonus balance.
Responsible gaming support	A temporary or permanent account restriction can be requested through support. Additional responsible gaming resources in the footer - BetBlocker and Gamblers Anonymous UK.

Formal complaints - Main parameters

Parameter	Value
Grounds for a complaint	A dispute about a site transaction, payout, bonus accounting, bet settlement, technical result or account restriction is handled via the general Customer Success Team route.
Submission channel	First the operator's support: Live Chat / Online Assistance or help-flagman@support.win for a written record of the contact.
Complaint data	The contact should include the subject of the dispute, date and time zone, account, transaction or coupon identifier, amount and currency, and the expected and displayed result.
Evidence	For a payment - confirmation of the transaction and the request status. For a game - time, round/coupon ID and result history. For a restriction - confirmation of the contact and the displayed account state.
Submission deadline	The operator's conditions require contacting without delay after the disputed event is identified. The count is tied to the event or its discovery.
Acknowledgement of receipt	Acceptance is visible from the support reply and the subsequent notification of the review status. The confirmed FLG-M-SP01 case records an auto-reply within a minute of receipt and a separate substantive reply after 8 minutes.
Review time	The Terms procedure: the Customer Success Team reviews the matter, an unresolved request goes to the administration; the applicant is informed of the status. In the confirmed FLG-M-SP01, the adjustment was confirmed 36 minutes after the first message.
Responsible gaming complaints	First, a request for a limit or self-exclusion via support. If the instruction is not carried out, a formal complaint is linked to the earlier request and passed to the Customer Success Team.
Complaint status	To check progress, the correspondence on the same request and the operator's notification of status are used. The initial information and the response are retained for escalation.
Further recourse	If the administration does not resolve the matter, the Terms name independent institutions, official gambling authorities or the licensee. For a question about compliance with licence conditions, the regulator's channel is used; for an individual dispute, the applicable ADR.

Formal complaints - Additional parameters

Parameter	Value
Request in the event of a technical failure	In the event of a technical failure in a game - Live Chat or a written request, the round/coupon ID, time, amount and status. The Terms give the server history priority in the event of a discrepancy with the display on the device.
Confirmed decision	In confirmed case FLG-M-SP01, the staff member checked the data of the sports offer and corrected the delayed credit. After the request, the bonus balance rose from 0 to 50 PLN. The cash winnings in a separate check depend on the outcomes of the accumulator.
Jurisdiction restrictions	The operator's contractual Terms specify the law and courts of Curaçao. The admissibility of ADR and the relevant gambling authority depends on the type of complaint and the jurisdiction.

See also

Operator, licence and safeguards - Operator, service and navigation

Editorial contact and corrections - Contacts, corrections and terms of use