

Complaint Procedure

If you have a complaint you can reach out to customer service area with an email at support@betonalfa.com.cy.

You can also use other communication options available at our website. Our customer service agents will try their best to solve any issue you might be facing.

If for some reason you are not satisfied with the resolution of your complaint you have the right to forward this complaint to the National Betting Authority of Cyprus: Address: Digeni Akrita 83, 1070, Nicosia, Call Center: 22 881800, Email: info@nba.gov.cy, Website: <https://nba.gov.cy/en/contact-us/>.