

**Betreff:** Re: Balance reduced complaint

**Von:** [REDACTED]

**Datum:** 22.03.2026, 21:43

**An:** support@kukimuki.com

Dear KukiMuki Support Team,

Thank you again for your reply on March 22, 2026.

I appreciate the information regarding the "maximal payout of 2500 EUR" for the bonus. However, as previously mentioned, this specific restriction was **not visible** to me at the time I activated the First Deposit Bonus on March 21, 2026. The bonus activation screen and popup (of which I have screenshots) clearly listed only the wager requirement (x35), minimum deposit (€30), max bet (€2), expiry, and allowed providers—no mention of a maximum payout, win cap, cashout limit, or similar condition.

I fulfilled all the displayed requirements in good faith: qualifying deposit, Free Spins usage on Big Bass Bonanza, and full x35 wagering on permitted games/providers. My balance reached €4,050 upon completion, after which €1,550 was deducted without prior warning.

To help resolve this amicably, could you please kindly provide:

1. A direct link or screenshot to the exact section of the Bonus Terms, Promotion Rules, or General T&Cs (as they appeared **before** I claimed the bonus) where the €2,500 maximal payout is explicitly stated for this welcome offer.
2. Confirmation on whether this limit was already active and transparently disclosed during bonus activation on March 21, or if it was applied retroactively.
3. An explanation of why such an important restriction was not prominently displayed in the bonus popup or any acceptance checkbox/terms link I had to confirm.

I have attached the relevant screenshots of the bonus conditions as they appeared to me at activation, as well as the balance before and after the deduction, for your reference.

I truly value my time playing at KukiMuki and would prefer to resolve this matter directly with your team in a fair and transparent way. Should we unfortunately not reach a satisfactory solution, I would regrettably have to consider submitting a formal complaint on independent review platforms such as AskGamblers and CasinoGuru, where players can seek mediation and share their experiences publicly which are also listed on your website.

I hope this can be avoided and look forward to your prompt assistance in reinstating the deducted amount or providing clear proof of the undisclosed rule.

Thank you very much for your understanding and help.

I await your reply soon.

Best regards,

  
Am 22.03.2026 um 18:08 schrieb [support@kukimuki.com](mailto:support@kukimuki.com):

Dear Player,

Please be advised that the bonus that you have wagered had maximal payout of 2500 EUR.

Kind regards,  
Kuki Crew

On 2026-03-22 10:18, Jonas wrote:


Hello,

yesterday I played with the first deposit bonus here. I had 4050 Euro balance when I completed the wagering. But than my balance got reduced to 2500 Euro.

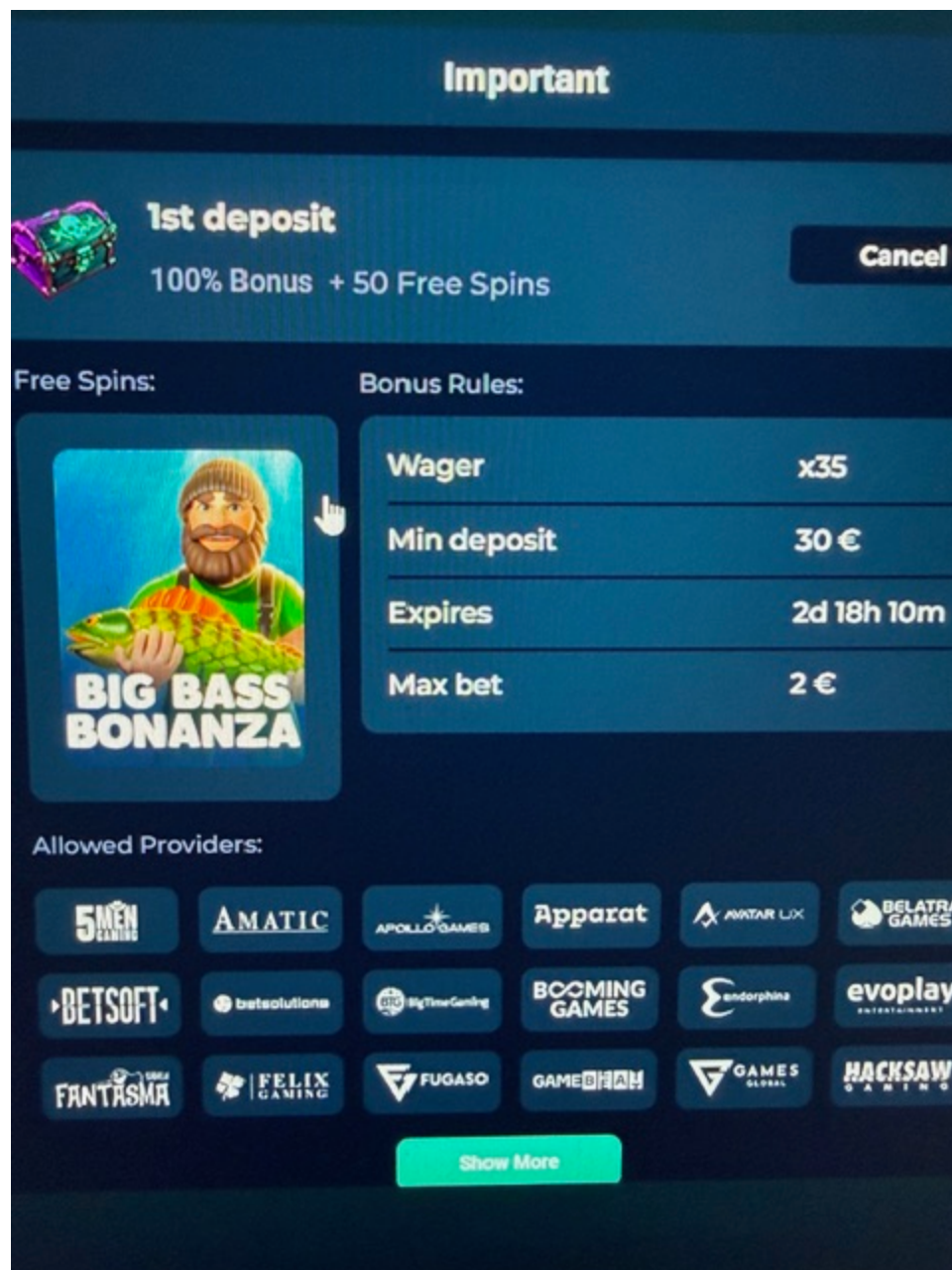
1550 Euro have been deducted from my account without any reason.

Please credit the outstanding amount to my balance.

Best regards



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—Anhänge:—

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211 KB