



Susan Ndinga <susan_ndinga@shshumanfirst.com>

Re: 250731-000556 - Corruption/Negligence in the Ombudsmen - GRA

1 message

Susan Ndinga <susan_ndinga@shshumanfirst.com>

Wed, Sep 3, 2025 at 9:38 AM

To: Lottoland Customer Support <support@lottoland.co.uk>

Cc: privacy@gra.gi, gccomplaints@gibraltar.gov.gi, dsar <dsar@lottoland.com>, susanndinga18@gmail.com

Good morning, I must also add all of this is now part of my life's documentary and with it also the negligence of your ombudsmen, as they rely on 30 days time dilations, when the company has already shown many flaws and legal discrepancies.

Real knows real and corrupted knows corrupted, that's why they've been sending me emails like the one below saying it wasn't time yet.

The level of ignorance, oversight, low quality and allowance to criminality that navigates your industry consider it your end, as I'm taking any corrupted or organisations in misalignment with harmony, respect and transparency down. You do not deserve to call yourselves investigators if you're lazy with your investigations. It just shows your lack of care to the individuals who come to you, let alone for a specific case in the first place.

The issue is always from the top down and, so companies like Lottoland don't really take their contributions to society seriously, because you're not present to guide them, lead them and be assertive when needed, instead you're only assertive when it comes to your ignorant laziness.

You all deserve to be put on the cross, and you found your match in me.

Good luck to all!

Susan Ndinga Wright

shshumanfirst.wordpress.com

On Wed, Sep 3, 2025 at 9:11 AM Susan Ndinga <susan_ndinga@shshumanfirst.com> wrote:

Good morning Team,

As I haven't heard any updates in regards to this case, nor updates on your own internal investigations, I'm left with the clarity you do steal money from people and classify them as non-payable because of the circumstances being favourable to you, in this case having 2 accounts.

You have purposefully hidden and deleted a whole hour of bets from my transactions and claimed them to be full, when there's opposing proof, so unless we live on 2 different timelines or parallel universes, the pictures speak for themselves. Metaphysics is real, so you can give me that win, as part of my work or the win that I deserve and paid for with more than just my money.

You've continuously neglected addressing the issue, hiding behind pleasantries of "We've done everything in transparency and professionalism", when the results show on the opposite.

You have not provided any solution to the matter, and neither to the illusions you happily created, thinking I'd be ignorant like any other human being, but I've mentioned who I am and am not going to repeat myself again, I am here to bring justice, that's what I've been doing for 26 years, and I won't stop here as the stakes just got even bigger.

You thought I'd be someone who would miss important details, when I live for the details, you cannot have me miss what I am. I am sharing a lot, but not enough clearly. You didn't take the opportunity of solving it yourselves, so your company will have to pay for you and possibly remove you, but that's their choice.

I personally would fire the whole team, who's worked on this, as they lacked integrity and honour. But I can understand that if the company's ethos, culture and ways align with these behaviours, then it's the company that must go. And fortunately all the choices that have been made, have been sighted by someone or something at some point, so if the company has skeletons, they're about to come out loudly.

Some issue gathered from this one month alone of communication:

1. You don't have a unified way to track tickets

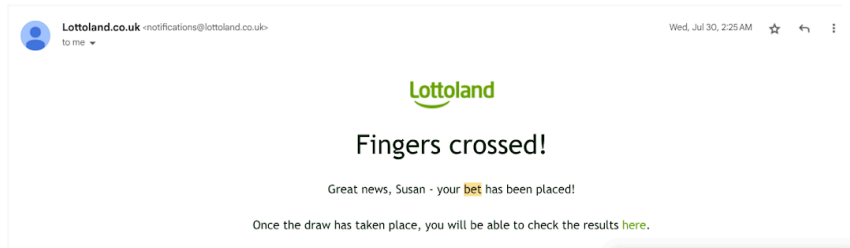
2. You don't have a dashboard to add notes on a specific account
3. You have hired people not responsible enough to do the admin work, which has created per example the scenario with Patrik, who didn't even know or realised the ticket had been open since the 3rd of August and not the 21st, when the recall was made.
4. You've doctored legal document & lied about the authenticity of its contents via email
5. Everything we do now is tracked in the blockchain, so every movement you've done on your end towards this one case has been tracked and can be used against you in a court of law
6. Staff that doesn't care about customer service, but a paycheck
7. Team leaders who aren't present, nor house leadership, authority and ingenious skills to deal with matters that matter, in a way that matters
8. And I could keep going, but you know the rest.

Please let this be the last time we interact. This is my final request, to be sent the full transactions, and wins that follow, a full investigation report, and an accountability statement from the company on how they will make sure situations like this don't happen again and the processes you're considering adding in order to create a more suitable environment.

I'm not willing to let the company go, off of individual mistakes, because the company is just as much as accountable, if the right methods aren't encouraged nor put in place.

The C-Suite makes the decisions and they should be accountable to the repercussions of their decisions.

Have a beautiful Wednesday and may the odds be forever in your favour. *[Though they aren't here, we'll echo your pleasantries style (basically lying, it just happens I own when I do it, you reek lack of accountability)]*



On Thu, Aug 28, 2025 at 7:39 AM Susan Ndinga <susan_ndinga@shshumanfirst.com> wrote:
shshumanfirst.wordpress.com

On Thu, Aug 28, 2025 at 7:38 AM Susan Ndinga <susan_ndinga@shshumanfirst.com> wrote:
 This is the type of work I'm doing this for.

Might add more later. Ingenious and cunning, I know.

You can read the final one at 11:11 on shshumanfirst.com

On Wed, Aug 27, 2025 at 9:38 PM Susan Ndinga <susan_ndinga@shshumanfirst.com> wrote:
 Hi Patrik,

One last thing.

As I have been using all my resources to work on this case in the background, I'm not able to pay for my work, my GovUK confirmation statement, nor my work emails, rent, not to speak about the mental agony, as this case has taken way longer than it needed to be and the amount of issues that keep coming up are just adding to a big lawsuit.

I strongly believe the one hour was erased for wins it included, as the resilience to cover it up without accountability has been constant, and it has me think your company steals money from wins in similar situations of closed accounts or double accounts.

This won't be hard to prove if anyone else has gone through this experience prior to me, so I hope this isn't the case. For your company that is.

If this email bounces back, please send any follow ups to susanndinga18@gmail.com as Cc'd.

On Wed, 27 Aug 2025, 9:29 pm Susan Ndinga, <susan_ndinga@shshumanfirst.com> wrote:
 FYI: Check the document below.

I can tell there's no tracks of this conversation under your sight, so I'm going to give you an advantage to see yourselves, as the complaint was sent the first week of August, not on the 21st.

Lack of team communication, tracked complaints, compliance, discrepancies.

The list goes on and I'm tired of doing your job for you. This is my last one.

Good night

On Wed, 27 Aug 2025, 9:22 pm Lottoland Customer Support, <support@lottoland.co.uk> wrote:



[WEBSITE CONTACT](#)

REFERENCE NUMBER: 250731-000556

Subject: Login Not working

Response By E-mail (27/08/2025 21:22)

Hello Susan,

Thank you for your message to Lottoland Customer Care.

Complaint Reference: [250731-000556](#)

Your complaint was first received on 21/08/2025 and unfortunately we have been unable to resolve this with you so far.

I have now escalated your case to my Team Leader to review or, in their absence, a Shift Supervisor will independently review your complaint.

We will update you with our findings in the coming days, normally between 1 to 3 working days. We appreciate your patience in awaiting our response whilst we investigate the complaint.

Lottoland adheres to the UKGC Licence Conditions and Codes of Practice, specifically social responsibility code 6.1.1. This complaint process, including any internal escalation, will take no longer than eight weeks from the date this complaint was raised.

For more information on our Complaints process, please refer to our Complaints procedure directly available through the following link: <https://www.lottoland.co.uk/complaints-procedure>

Your patience and cooperation are much appreciated.

Please message me again if you have any further queries either using the Live Chat tab on the landing site or through support@lottoland.co.uk and I will be happy to help.

Best regards,

Your Lottoland Service Agent



Please gamble responsibly! [Lottoland Safer Gambling](#)

Information included in this email is classified as RESTRICTED

Subject: Login Not working

Customer By Service Email (27/08/2025 20:21)

Good evening Patrik,

Thank you for your response.

I can see that the matter hasn't really been investigated thoroughly, as the issue wasn't really addressed, instead I've been sent the exact same document I was sent prior with a password.

There's a time discrepancies you're not willing to be transparent about, and are hiding behind pleasantries, as also for the single picture of Nick's account and Alex movements, when I had asked to be sent mine. These two events alone have shown a huge lack of professionalism, transparency you're claiming to have had and training provided to your team, as he could've gone directly to the process of the DSAR, he instead sent screenshots, right after saying you don't accept screenshots.

There's more than an hour missing from the records you've sent, and I won't be sending my screenshot again as you already have it, to show you the final time the transactions should have for this one account. That it is not 1:07 am.

I won't be responding to you after this no more, and instead take actions in my own hands, as your negligence has just given me yet another proof of misconduct, highlighted in your email in bold.

Have a beautiful evening and wish you the best

[Lottoland.co.uk](https://lottoland.co.uk)

Office Suite A | Ocean Village Promenade | Gibraltar (EU)
EU Lotto Ltd. is licensed by the Government of Gibraltar and regulated by the Gibraltar Gambling Commissioner
and the UK Gambling Commission.


Contact us via E-mail: support@lottoland.co.uk

3 attachments



chatgpt-image-aug-17-2025-05_49_10-pm.png
2372K

 **Susan Ndinga Mail - Data Protection Investigation [Our Ref_ C21_25].pdf**
433K

 **Gmail - Data Protection Investigation [Our Ref_ C21_25].pdf**
577K