

KYC Policies

What is KYC (Know Your Customer)?

We want to ensure that only legitimate customers are permitted to participate on our platform and that all activity on the site is safe and secure and not linked to any criminal activity or underage gambling.

We will carry out a secure and transparent verification of customer identity at the time of onboarding on our platform to reduce the risk of non-compliance, this is known as Know Your Customer (KYC). This a simple and straightforward proceed that should take a short period of time to complete.

Why am I being asked to send KYC documentation?

In order to comply with our gaming license and guarantee a safe and secure environment on our platform, we have to verify your identity.

There are several instances in which you may be required to submit KYC documentation so that you can continue using your gaming account. The documentation includes verifying that you are not under the age of 18 and that the personal details in your gaming account match the details on your ID and current address.

What documents do I need to send?

The following documents will be requested in order to properly verify your account:

1. Full name
2. Photo identification; such as a Passport or National ID card
3. Proof of address; such as a utility bill or bank statement; and
4. any other information or documentation as necessary

When prompted to upload your KYC documentation, please first keep in mind that the picture(s) you send must meet certain quality requirements to qualify for KYC verification. Pictures that are blurry, ineligible or of an expired document may be refused to validate your KYC status.

What happens when I have sent the required documents?

Once we receive the required documentation from you we will verify your identity and instruct you on how to access your account.