

Elfy Interactive B.V. Customer Checks

This document will show the measurements taken to monitor and analyses customer accounts to ensure **Elfy Interactive B.V.** offers safe, fair and protected gaming experience to its all customers.

Step 1: Fraud & KYC Control

Every customer when they register with one of our sites will require to go through a KYC control.

This involves going through a few different checks.

Step 1.1: Email & Mobile Phone Verifications

Once user registers to **Elfy Interactive B.V.** operator site, they will need to input their email address and mobile phone number.

This allows us to make sure, users are not creating multiple accounts with fake information.

This shows on our back office if the user has completed and verified this information.

E-mail Activation	Passive
GSM Activation	Passive

We use automated email and text message code to complete this verification step as quickly and as easy for the customer.

Once the customer completes verification steps, account will be open, and it will be updated on the back office as well.

E-mail Activation	Active
GSM Activation	Active

Step 1.2: IP Checks

We also carry out a detailed IP Checks and make sure customers are not creating duplicate accounts for bonus abusing fraudulent activities.

Id	Username	First Name	Last Name	Email	Activated	Auth Ip	Registration Date	Activate
262044	ibhang	İLHAN	GÖKDİMER	ih@g*c	Email GSM	176.54.233.151	2021-06-17 12:22:29	
262043	Bahar16	MÜLAYİM	SERT	bs@g*c	Email GSM	76.173.68.75	2021-06-17 12:22:23	
262042	Omar999	ONUR	KOÇAK	om@g*c	Email GSM	176.240.131.57	2021-06-17 12:16:37	
262041	sezer13257	SEZER	ŞAKI	sez@g*c	Email GSM	88.245.98.138	2021-06-17 11:57:13	
262040	Emretilc58	EMRE CAN	TARIM	em@g*c	Email GSM	176.55.137.60	2021-06-17 11:57:09	
262039	namaz33	AHMET	ÇELİK	vor@g*c	Email GSM	94.235.135.6	2021-06-17 11:56:02	
262038	muhammetmetin	ZEYNEP	ASLAN	mu@g*c	Email GSM	176.220.206.160	2021-06-17 11:45:07	
262037	alperenki	ALPEREN	KİLECI	kp@g*c	Email GSM	94.55.172.254	2021-06-17 11:32:54	
262036	Altınaran1616	SÜMEYYE	EKİN	sl@g*c	Email GSM	176.240.248.19	2021-06-17 11:19:39	
262035	Mehmetkale	MEHMET EMİN	ÖZK	cos@g*c	Email GSM	199.255.212.192	2021-06-17 11:18:43	

10 Total 261982 / 262074

Member IP Relation

Garsak18 hours ago

Çikla19/23 hours ago

Ökayeda1 day ago

76.173.68.75(3 hours ago)

Bahar16

Ip	Member	Date
76.173.68.75	Bahar16	2 hours ago
76.173.68.75	Garsak18	6 hours ago
76.173.68.75	Çikla19	23 hours ago
76.173.68.75	Ökayeda	1 day ago

Our system can highlight and inform staff members instantly when there's a concern regarding to customer account/s.

Our system can also match users and show all suspicious accounts with relative information for quick and accurate action taking.

Step 2: KYC Checks:

Elfy Interactive B.V. also has a large compliance team to monitor all customer accounts and ensure the identity of users.

Elfy Interactive B.V. takes it very seriously to ensure gambling is offered in fair and safe environment while protecting underage and vulnerable people as well as ensuring customers are not using its services for any unlawful ways.

Elfy Interactive B.V. has a in house private and secure system to allow its customers upload KYC documents directly from their account to our private secure servers where Compliance team carry outs the checks.

View from Customer Account:

Balance **₹ 470.00**
Bonus Deduction **₹ 0.00**

Deposit

>

Withdraw

>

My Account

>

Request Call

>

Change Password

>

Account verification

>

Bonuses

>

History

>

Account verification

s960_Eng_Full_Front_Flag.jpeg

Browse

Upload

Image	Status
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View from Back Office:

ID Verification

member

admin

5

created_at

Clear

Member	Image	Created At	Status	Admin	Actions	Note
		2020-12-08 17:33:06	Waiting		✓ ✗ 🗑	
		2020-12-08 17:33:03	Waiting		✓ ✗ 🗑	
		2020-12-08 17:08:25	Waiting		✓ ✗ 🗑	
		2020-12-08 17:08:18	Waiting		✓ ✗ 🗑	
		2020-12-08 17:06:30	Waiting		✓ ✗ 🗑	
		2020-12-08 17:06:18	Waiting		✓ ✗ 🗑	
		2020-12-08 16:58:21	Waiting		✓ ✗ 🗑	
		2020-12-08 16:58:17	Waiting		✓ ✗ 🗑	
		2020-12-08 15:50:00	Waiting		✓ ✗ 🗑	
		2020-12-08 14:40:50	Waiting		✓ ✗ 🗑	

10

5

Total 4783 / 4783

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1

2

3

4

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Staff can view the documents, create notes, approve, reject documents and communicate with the user if required.

Any customer cannot provide valid identity documents to prove their identity will not be able to use their account for any transactions.

