

Feel So Good B.V. Customer Checks

This document will show the measurements taken to monitor and analyses customer accounts to ensure **Feel So Good 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 **Feel So Good 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
633101	CanlıCengiz	Cengiz	Yılmaz	cen*@*.c	Email GSM	185.78.220.0	2025-09-25 14:56:38	
633102	BahisBurak	Burak	Döngel	don*@*.c	Email GSM	212.175.35.45	2025-09-25 14:54:09	
633103	TalihTugrul	Tugrul	Şahin	tsh*@*.c	Email GSM	81.215.202.100	2025-09-25 14:53:02	
633104	Kaanbet	Kaan	Kaya	kaa*@*.c	Email GSM	195.175.254.20	2025-09-25 14:48:51	
633105	LuckySerkan	Serkan	Demir	fbc*@*.c	Email GSM	88.242.176.30	2025-09-25 14:45:23	
633106	Kadirwin	Kadir	Barış	ser*@*.c	Email GSM	213.14.254.55	2025-09-25 14:43:39	
633107	Excalibur23	Ahmet	Yönveren	ahm*@*.c	Email GSM	78.161.205.90	2025-09-25 14:40:21	
633108	FurkanAce	Furkan	Solcan	sol*@*.c	Email GSM	178.243.76.15	2025-09-25 14:38:04	
633109	LadyLucky	Gizem	Kurtulmuş	glz*@*.c	Email GSM	91.93.40.60	2025-09-25 14:32:21	
633110	QueenofWin	Fatma	Tekin	fat*@*.c	Email GSM	195.175.39.70	2025-09-25 14:30:25	

10 Total 395213 / 405124

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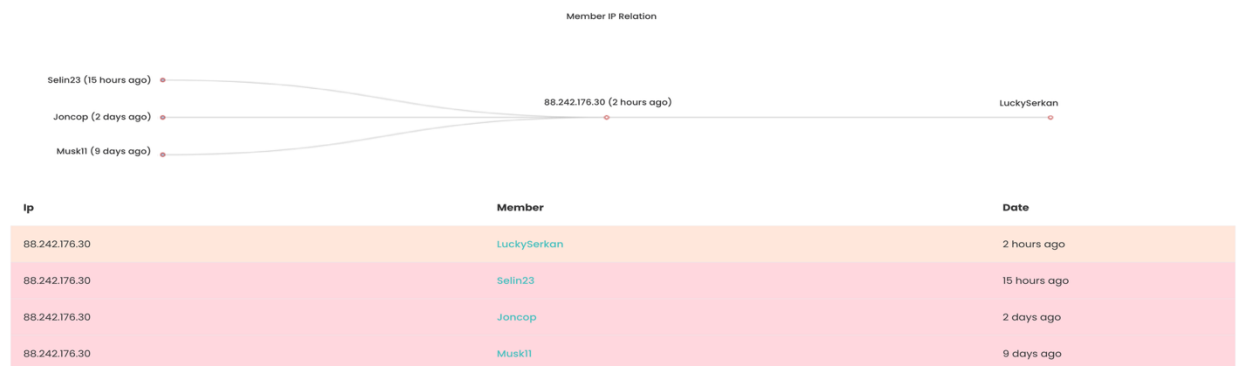
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Our system can highlight and inform staff members instantly when there's a concern regarding to customer account/s.

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

Step 2: KYC Checks:

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

Feel So Good 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.

Feel So Good 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

₺ 300

Bonus Deduction

₺ 30

Kayıp Bonusu Al

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Deposit

>

Withdraw

>

My Account

>

Request Call

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Change Password

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Account verification

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Bonuses

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History

>

Messages +6

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Account verification

KRALBET reserves the right to request documents from users when necessary. If documents are requested, you will be contacted. You can then confirm your account by uploading two of the documents listed below. **Accepted Valid Documents:**

• Driver's license

• ID card

• Passport

• Certificate of residence

Why and on what basis do we collect your Personal Data?

We are aware of the trust our customers have in us.

Onwin is very clear about why we collect your data. First of all, collecting your information is crucial to providing you with the services and products you want. In addition, your data is used to personalize and improve your experience using our services and to contact you from time to time with important information.

UPDATE YOUR INFORMATION

It is important that the information we hold about you is accurate so that we comply with our legal and regulatory obligations and also to provide you with the best possible service. Therefore, we ask you to ensure that your personal data is always up to date. You can update your personal data at any time from your Account via 'My Account/Update My Account' (if applicable) or by contacting Customer Service.

Choose file or drop here

Browse

Upload

Image

Status

View from Back Office:

ID Verification

member

Admin

Created_at

Clear

Member	Image	Created at	Status	Admin	Actions	Note
		2025-09-25 15:38:31	Waiting		✓ ✗ 🔄	•
		2025-09-25 15:35:18	Waiting		✓ ✗ 🔄	•
		2025-09-25 15:29:41	Waiting		✓ ✗ 🔄	•
		2025-09-25 15:23:28	Waiting		✓ ✗ 🔄	•
		2025-09-25 15:21:46	Waiting		✓ ✗ 🔄	•
		2025-09-25 15:16:20	Waiting		✓ ✗ 🔄	•
		2025-09-25 15:12:53	Waiting		✓ ✗ 🔄	•
		2025-09-25 15:08:02	Waiting		✓ ✗ 🔄	•
		2025-09-25 15:03:50	Waiting		✓ ✗ 🔄	•
		2025-09-25 15:03:28	Waiting		✓ ✗ 🔄	•

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Total 213145/213145

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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.