

Player Account Suspension and Closure

ACTION AGAINST IMPROPER USE OF SERVICES

Inappropriate play, fraudulent activity, or prohibited transactions are forbidden on the website and include but are not limited to:

- Manipulating the game.
- Payment fraud.
- Manipulating the multiple currency system.
- Betting on all possible results of a game or event.
- Arbitrage
- Publishing information or contacting USERS to make or promote offers, products, or services outside the platform.
- Using stolen credit cards.
- Returned funds or other reimbursements and/or fraudulent chargebacks
- Money laundering.

Use of the website will also be considered forbidden if any of the following circumstances occur:

The regulator or alternative dispute resolution provider, ascertains that users have played on another game page or service and are suspected of fraud, plotting (including those related to the return of funds) or inappropriate and illegal activity.

Bonus abuse.

Users that declare themselves bankrupt or are declared bankrupt through legal or administrative proceedings anywhere in the world.

If one of these situations or similar occurs, the company will proceed with the following:

The player's account shall be immediately placed under 'Precautionary Suspension'. At that time, our risk and suspicious transactions team will commence the corresponding investigation. If the investigation is conclusive, the account will be cancelled based on a breach of the Terms & Conditions. Any bonuses will be withheld and any remaining balance will be returned, provided that no case of Money Laundering has occurred. In the case of Money Laundering, balances are blocked and reports are made to the FIU.

In the case of inappropriate play, fraudulent activity, or a prohibited transaction, the Company reserves the right to suspend and/or close a USER'S account and to recover unpaid debts using any legal method at the company's disposal, including but not limited to:

Charging the amount due in favor of the Company; and

Informing debt collection agencies so they may proceed with collecting the debt.

The aforementioned may have a detrimental impact on users' credit scores and involves the Company sharing users personal data (including ID) with competent authorities and reporting any criminal or suspicious behaviour to the authorities.

The Company reserves the right to cancel and withhold any gains obtained by a person or group of people and to cancel and withhold the player points of a user or group of user if, after the above procedure, it finds there are grounds to believe that the user or group of users are acting or have acted to commit fraud or in some way harm the Company and/or the services and/or platform(s)

With regard to the sports betting services, if it is suspected that there has been manipulation of a game, odds, or an event, the Company reserves the right to:

Suspend the offer of an event or series of events forecasted; and,

Delay and/or withhold payment for an event or series of events forecasted until the competent sporting federation has confirmed the integrity of said event or series of events.

In the event the competent sports controlling authorities confirm the existence of active manipulation of an event or series of events, the Company reserves the right to suspend bets placed on such events both for USERS who have had prior knowledge or information in connection with the bets, and for those individuals who the Company reasonably believes are connected, acting as a team, or are involved in any way with the person in question.

The Company adheres to a strict AML policy. Transactions are monitored, reported and there is communication with the FIU if the platform is used for any form of financial crime.