

Player Identity and Verification Policy

1. Introduction

This Player Identity and Verification Policy is designed to ensure the highest standards of safety, security, and integrity for all our players. This policy outlines the procedures and requirements for verifying the identity of players on our platform. By implementing stringent verification measures, we aim to prevent fraud, money laundering, underage gambling, and other illicit activities, thus fostering a fair and responsible gaming environment.

2. Account Registration Process

a) Initial Registration

To access our gaming services, players must register an account with accurate and verifiable information. During the registration process, players are required to provide the following details:

- Full legal name
- Date of birth
- Residential address
- Email address
- Contact number
- Passport Number
- Nationality/Citizenship

b) Account Security

We encourage players to create strong and unique passwords for their accounts and enable two-factor authentication (2FA) for added security. It is essential for players to keep their account credentials confidential and refrain from sharing them with others.

3. Identity Verification Procedures

a) Document Verification

Upon registration, players may be asked to undergo document verification. This involves submitting a clear and valid copy of a government-issued identification document, such as a passport or driver's license. The document must display the player's full name, date of birth, and photograph. With a passport, the unique identifier must always be fully visible.

b) Address Verification

Players are also required to verify their residential address. This can be done by providing a recent utility bill, bank statement, or official document that clearly shows the player's name and address.

c) Phone Verification

To confirm the authenticity of the provided phone number, players may receive a verification code via SMS or a phone call. This step helps ensure the accuracy of contact information and enhances account security.

4. Age Verification

Players must be at least eighteen years of age. Age verification checks are conducted before allowing players to deposit funds or engage in gaming activities on our platform.

5. Third Party Verification Software

Third Party verification software may be used to interview the player, confirm identity and run check as regards age.

6. KYC (Know Your Customer) Procedures

a) Source of Funds Verification

We adhere to strict KYC principles to verify player identity as well as the source of funds used for gambling activities. Players may be required to provide information about the origin of their funds, such as employment details, financial statements, or proof of inheritance.

b) Enhanced Due Diligence

For high-value accounts or transactions, or higher risk players, we conduct enhanced due diligence to ensure compliance with anti-money laundering (AML) regulations. This may include additional document verification, background checks, and risk assessments.

c) Monitoring Player Activity

We continuously monitor player activity for any signs of suspicious behavior, such as unusually large deposits or frequent withdrawals. Our monitoring systems help detect and prevent fraudulent activities on our platform.

6. Documentation Storage and Security

All player documentation submitted for identity verification purposes is securely stored and protected using advanced encryption protocols. Access to player information is restricted to authorized personnel only, who are bound by confidentiality agreements and comply with data protection laws and regulations.

7. Policy Updates and Communication

This Player Identity and Verification Policy may be updated periodically to reflect changes in regulatory requirements, industry best practices, or technological advancements. Players will be notified of any significant policy changes through email notifications, website announcements, or other communication channels.

8. Player Support and Assistance

We provide dedicated customer support services to assist players with any queries, concerns, or assistance related to identity verification processes. Our support team is available 24/7 to provide prompt and efficient assistance, ensuring a seamless gaming experience for our players.

9. Compliance and Legal Framework

We operate in full compliance with relevant regulatory requirements and industry standards. Our Player Identity and Verification Policy is aligned with data protection laws, AML regulations, and responsible gaming practices. We collaborate with regulatory authorities to ensure transparency and accountability in our operations.

10. Conclusion

In conclusion, the Player Identity and Verification Policy is a fundamental aspect of our commitment to providing a secure and responsible gaming environment. By implementing robust verification measures and adhering to legal and regulatory requirements, we strive to protect our players' interests and maintain the integrity of our platform.