

Know Your Customer (KYC) Policy

Effective Date: 15 June 2025

Applies To: All users of wionbet.com

Regulator: Curaçao Gaming Authority (CGA)

License Number: OGL/2024/1600/0861

1. Introduction

This Know Your Customer (KYC) Policy outlines the procedures and principles applied by wionbet.com to verify the identity of its users in compliance with Curaçao's AML/CTF regulations. These measures aim to prevent fraud, underage gambling, identity theft, money laundering, and the financing of terrorism.

2. When Verification is Required

KYC verification is triggered under the following circumstances:

- **Upon registration or creation of an account**
 - **Prior to first withdrawal**
 - **When cumulative deposits or withdrawals exceed internal thresholds**
 - **If the user's behaviour is deemed high-risk or inconsistent**
 - **If there is any doubt about the validity of previously submitted information**
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3. Required Documents

3.1 Identity Verification

One of the following valid photo ID documents must be provided:

- **Passport**
- **National ID card**
- **Driving license**

3.2 Proof of Address

A document dated within the last 3 months showing the player's name and residential address:

- **Utility bill**
- **Bank statement**
- **Government-issued letter**

3.3 Payment Method Verification

- **If using a credit/debit card: first 6 and last 4 digits visible; CVV must be hidden**
- **Screenshots of e-wallets or bank accounts may be requested**

3.4 Source of Funds / Wealth (where required)

- **Payslips**
- **Tax returns**
- **Bank statements**
- **Business ownership records**

All documents must be clear, legible, and in acceptable condition. Files should be submitted in .jpeg, .png, or .pdf format.

4. Sanctions and PEP Screening

All users are screened against international sanctions lists (e.g. UN, EU, OFAC) and databases of Politically Exposed Persons (PEPs). If a match is found, Enhanced Due Diligence (EDD) is applied or access is restricted.

5. Age Verification

Registration and gameplay are strictly prohibited for individuals under the age of 18. Users must confirm their age at registration, and provide valid ID upon request.

6. Verification Refusal and Account Restriction

If a user refuses or fails to provide the required documents within the requested timeframe:

- **The account may be suspended or closed**

- Withdrawals may be blocked until verification is completed
 - Funds may be frozen and reported to the relevant authority if suspicion of fraud or illegality arises
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7. Data Protection and Retention

All documents and personal information are stored securely in compliance with data protection laws. KYC records are retained for a minimum of five (5) years from the date of account closure or last transaction, in accordance with Curaçao AML/CTF obligations.

8. Connection with AML/CTF and Responsible Gaming

This KYC Policy is part of a broader compliance framework that includes:

- Anti-Money Laundering and Counter-Terrorist Financing (AML/CTF) Policy
- Responsible Gaming Policy
- Privacy Policy

These documents are available in the footer of our website.

9. Contact for Verification

If you have questions or need assistance with your verification, please contact our Compliance Team:

✉ Email: complaint@wionbet.com