

KYC POLICIES

KYC DOCUMENTATION

Curacao license does not specify an exact process for account verification, leaving it up to the operators to create one to ensure that the customer's player's identities can be verified. The process we have in place to verify a player's account involves three elements of verification; ID verification, proof of address & proof of payment. In case the player hasn't sent the withdrawal request they have to provide documents in 48h after requesting the payout, and the merchant will review them in 3 business days. The current requirements are as following:

ID

Copy of a valid photo ID such as a passport, driver's license or government ID card. This must include scans of the front and back of the cards. In the absence of photo-ID, we can accept a copy of a birth certificate. The certificate must have all four corners visible. We will also need a photo of the player holding up their birth certificate, with their face and the front of the certificate clearly visible.

Proof of Address A utility bill or bank statement clearly displaying the player's name and current residential address which has been issued with the last three months. The verification of a customer's proof of payment will depend on the deposit method they choose to deposit with. The requirements will differ for each method and may need to be updated periodically due to changes the payment methods may make to their user interfaces and/or the Casinos accepted payment methods. The below is a list of current proof of payment requirements at the Casino based on the currently accepted payment methods:

PAYMENT METHODS

Card payments Copies of all debit/credit cards registered and used on the player's account. These copies must display the player's signature together with the first six and last four digits of the card itself. For the player's own security and safety, players should black out the security number at the back and the middle digits in the front of their card.

eWallets

A screenshot of your ewallet account showing the player's email address/account number and personal account information.

Bank Statement A bank statement issued in the last 3 months for the player's bank account. This should include the player's bank name, bank account number, IBAN number and BIC code. All four corners of the statements are to be

visible. The statement may be a hardcopy or a PDF. We also request a PDF or screenshot showing the player's deposit to the Casino.

Crypto Currencies

A screenshot of transaction and a screenshot of customer's crypto wallet profile shows e-mail, user ID and personal account information.

Pre-Paid vouchers

pre-paid vouchers are not verified

HOW ARE DOCUMENTS SUBMITTED

Players verify their accounts through uploading the necessary documents from the Documents tab, which is located within the "My account section".