

AML and KYC

Anti-Money Laundering (AML) and Know Your Customer (KYC) - Playpix

Policy Objective

Playpix is firmly committed to being constantly vigilant to prevent money laundering and combat the financing of terrorism, aiming to minimize and manage risks such as reputational risk, legal risk, and regulatory risk. It is also committed to its social duty to prevent serious crimes and not allow its systems to be abused to promote these crimes. The company will strive to keep abreast of national and international developments regarding initiatives to prevent money laundering and the financing of terrorism. It commits to protecting, at all times, the organization and its operations and safeguarding its reputation and everything else against the threat of money laundering, financing of terrorist activities, and other criminal activities.

You Must

Appoint one of your senior officers as the Money Laundering Reporting Officer (MLRO), whose responsibilities will include duties required by laws, regulations, and guidance notes.

All cases of suspected attempts at money laundering must be reported to the MLRO, but this suspicion should not be transmitted to the client, and subsequent actions should await their consent. The MLRO is then responsible for contacting, submitting reports of suspicious activities, and obtaining consent from the legal authority responsible in the jurisdiction where the transaction took place, as appropriate. They will also ensure that adequate records are kept for all related reports.

Take reasonable steps to establish the identity of any person intending to avail themselves of your service.

Playpix will implement a comprehensive 'Know Your Customer' policy. This will help combat money laundering threats on the ground, as well as other fraud threats in general. Customers will be informed at the time of registration and, in general, on the non-transactional support site that the Company will use online verification tools and that, in cases where we cannot meet the criteria, identity and address verification documents will be requested.

Always maintain a secure online list of all registered players.

Retain identification and transactional documentation as defined in laws, regulations, and guidance notes.

The agreement will also have effective elements, mitigating risks associated with counterfeit money.

Systems will be established to record all account transactions. These account histories will be subject to a program of periodic and ongoing controls for fraud indicators and social responsibility. When betting sponsors and atypical winnings are detected, the call history will also be referenced to ensure that the staff are not colluding with clients or acting unlawfully.

Playpix will also maintain a register of customers who self-identify as high risk or politically exposed. These accounts will be subject to increased scrutiny and frequency of checks.

In general, when illegal or inappropriate behavior is identified by employees, investigative and disciplinary procedures will follow those described in employee contracts, as they require guidelines from labor legislation and the need to use more probable measures, such as suspension when, for example, transactional fraud. It is expected that these activities will form a standard part of an employee's job description.

All transactions conducted on our website may be monitored to prevent money laundering or terrorism financing activities. Suspicious transactions will be reported to the corresponding authority according to the jurisdiction governing the transaction.

If our risk and fraud department suspects fraud, you may ask the player to provide appropriate documentation. If there is sufficient evidence of fraudulent conduct (for example, bank repudiation, account operated by third party, use of falsified documents, fraud in payment methods, etc.), the account will be suspended until the situation is resolved. The suspension must be reported to the competent authority together with the respective causes (tests or recommended tests) within 24 hours by the responsible authorities.

The customer expressly declares and warrants that all amounts deposited and used to participate in Playpox's online remote games come from legitimate sources and are not related to any fraudulent activity, money laundering, or activities considered illegal by law, such as money laundering or terrorism financing.

In accordance with current legislation, and the rules that the regulator may dictate at any time regarding the prevention of money laundering and terrorism financing, Playpox reserves the right to take whatever measures it deems necessary to comply with these requirements. Users may not use loans to participate in the Playpox site. Playpox will not grant the user any type of loan or mechanism that allows loans to be made or funds to be transferred between players at any time. Playpox reserves the right to monitor any transfer of funds deposited or withdrawn by any user and to report any user information to regulatory or criminal authorities and/or payment service providers.

Playpox keeps player funds in an account legally separated from Playpox's own funds. It also reserves the right to retain all funds from a client, at its discretion, if it considers that they directly derive from or are related to illegal or fraudulent activities. After confirming the deposit, the client can use the deposited funds to bet. Deposits are credited to the player's account once the bank transfer is successfully validated. Deposits and withdrawals are made only in Brazilian reais (BRL), US dollars (USD), and euros (EUR). The minimum deposit amount is BRL 60, USD 10, or EUR 10.

It is the customer's responsibility to verify whether the bank charges any fees for these transfers. The customer declares to be the holder of the payment account made available to Playpix, and the payment methods used are associated with this same account or, by default, associated with an account owned by the customer. The total balance of your player account includes the casino balance and the casino bonus balance.

The customer's deposit history is reviewed to confirm that suspicious payments have not been made to the customer's account. The frequency of deposits and the sum of deposits are reviewed to ensure they are within the normal range for the customer according to their deposit history and the overall deposit range on our network.

Customer billing is reviewed to ensure that the customer has played at the casino and is not using Playpix as a method of money movement.

Whenever possible, funds should always be returned to the original payment method used by the player to make the deposit. To comply with legal requirements, Playpix must verify your identity. To do so, at the first withdrawal request, you must send us an email to support@playpix.com with at least the following documents:

Photo ID and birth certificate.

Residential verification.

Account ownership verification.

Whenever you intend to change your payment account, you must send a new proof of ownership of the new account.

Otherwise, your payment will not be processed. Your player account must not be used or treated as a bank account. In the case of deposits or withdrawals without gaming activity, or activity with reduced proportions of initial deposits, Playpix reserves the right to request explanations before transferring the withdrawal request in question. Your withdrawal request will be canceled within 72 hours after the request is closed if you do not provide Playpix with the necessary information to allow verification of your identity. Any withdrawal is free of charge.

KYC Policy

This policy describes how we handle the information you provide to allow us to manage your relationship with Playpix.

We will process all personal information you provide to us (whether through this website, the client registration form, or any other means) that we have about you in the manner set out in this statement. By submitting your information to us and using the Playpix website, you confirm your consent to the use of your personal information as set out in this Privacy Statement. Compiled information and how to use it. We may use your personal information along with other information for purposes of:

Process your bets;

Set up and manage your account;

Comply with our regulatory obligations;

Create personal profiles.

Provide information about promotional offers.

Information Storage

We will take all possible measures to ensure that your information remains safe and protected. We will only disclose personal information to other affiliated or subsidiary companies and business partners, successive owners of our business, and suppliers involved in processing this information on our behalf. If you open an account with us, to help us make credit decisions about you, to prevent fraud, to verify your age and identity, and to prevent money laundering, we may use third parties, including credit reference agencies that will record any searches on your record. We may also ask questions and disclose details about how you manage your account to different agencies, security organizations, and relevant third parties for fraud prevention and anti-money laundering purposes.

Prohibited Countries

The following countries cannot participate in Playpix:

United States of America and its territories, Aruba, Bonaire, Curaçao, France, Netherlands, Saba, Statia, St. Martin, Singapore.

Iran, North Korea, Albania, Barbados, Botswana, Cambodia, Jamaica, Haiti, Mauritius, Myanmar (Burma), Nicaragua, Pakistan, Panama, South Sudan, Syria, Yemen, and Zimbabwe.