

Trustrix B.V. AML POLICIES, FRAUD PREVENTION RULES AND GUIDELINES

The following rules must be strictly observed by all casinos operating under the Trustrix B.V. (Curaçao) remote gaming license.

It is your responsibility to understand and abide by these rules. If you have any questions or suggestions, please contact us at antifraud@softswiss.com.

1. Player account verification

Each player account must be verified when the player has reached a certain stage of gaming activity:

- Deposits: Cumulative sum of EUR 2,000 or currency equivalent, including cryptocurrencies
- Withdrawals: Cumulative sum of EUR 2,000 or currency equivalent, including cryptocurrencies

2. Requesting KYC documents

Obligatory documents that should be part of any Know Your Customer (KYC) process:

- Photo or scan of valid ID
- Proof of payment option used for deposit (i.e. screenshot of e-wallet, photo/scan of the card, bank statement). The only exception are deposits made in cryptocurrency

Optional documents that you can request:

- Proof of address (i.e. utility bill)
- Selfie with ID
- Selfie with a special note (example: Hello 'casinoname')

Any other forms of KYC documents are not recommended and not approved by Trustrix B.V.

3. Use of Gifts, No wagering Bonuses and manual Balance Corrections

'Gifts', no wagering Bonuses and positive Balance Corrections must be created for rewarding players only, and cannot be used for Operator's personal needs. We prohibit the use of 'Gifts' for any purpose other than rewarding players for certain activity (i.e. a forum contest, etc).

In case you absolutely need to make a prepayment to an affiliate, or make any other form of payment using 'Gifts', no wagering Bonuses or positive Balance Corrections, you must contact your Account Manager in advance and get a written approval.

We reserve the right to cancel your Gifts, no wagering Bonuses or positive Balance Corrections in the event that you do not have approval for issuing a Gift, no wagering Bonuses or making a positive Balance Correction. Furthermore, we reserve the right to restrict your access to the Admin Area until written explanation of Gifts, no wagering Bonuses or positive Balance Corrections are received by your Account Manager.

4. Processing withdrawals

4.1. As an Operator you should always attempt to process withdrawals via the **same** payment method used to make a deposit. It is crucial for Anti-Money Laundering (AML) protection to follow this rule in full measure.

We, however, understand that in some cases it may not be possible (e.g. a Mastercard card used for deposit cannot be used for withdrawal etc.) and do not intend this measure to limit your operations in any way.

4.2. All cryptocurrency deposits can be withdrawn back **only** to cryptocurrency wallets. All fiat money deposits can be withdrawn **only** via fiat payment options.

5. Third-party payment accounts

Use of 3rd party payment accounts is strictly prohibited. Please note that each customer can only use their own payment accounts or wallets. Any player who uses a 3rd party payment source must have their account closed and their funds confiscated. Only in exceptional cases can the customer initiate a refund.

If you found a player who uses 3rd party payment accounts, you should report such a player to antifraud@softswiss.com.

6. Handling funds confiscation

In case a player's funds are confiscated due to breach of the Terms and Conditions and/or Bonus Terms and Conditions, you must specify the exact reason for such action including the exact **clause** from the Terms and Conditions. Both the rule and the reason must be posted in the 'Change balance' section.

7. Other cases

7.1. If a player attempts to manipulate casino games, casino systems, or you have a strong reason to believe that the customer is attempting to cheat, please report this customer to antifraud@softswiss.com.

7.2 If a player openly states in live chat or by email about possible chargebacks, please report such a player to antifraud@softswiss.com.

7.3. If a player provided forged or false documents, please report such a player to antifraud@softswiss.com.

7.4. All suspicious players, potential collusion attempts or fraud should be reported to antifraud@softswiss.com immediately.