

Know Your Client Policy

Prepared by	Date	Version
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TC ENTERTAINMENT N.V.

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.

The player has 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. We may, at our own discretion, request further proofs of identity such as (but not limited to) photo or video selfie of yourself holding your ID.

Proof of Address

A utility bill or bank statement clearly displaying the player's name and current residential address which has been issued within 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 (Generic)

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 we suggest that players black out the security number at the back and middle digits in the front

E-Wallets

A screenshot of your E-Wallet 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.

Pre-Paid vouchers

Pre-paid vouchers are not verified

How are documents submitted

Players verify their accounts through the submission of documents to the Casino via a sub-page on the casino itself.

As a last resort, players may also submit their documents via email. If a player submits documents via email, the player is to submit documents to the following email address: finance@tcentertainment.com

Emails can only be accepted if the email the player sends the email from is the same as the one registered on the account. Emails sent from addresses that are not the registered email address on the Casino account are not to be accepted.

Should a player wish to submit a new doc or revised doc via chat, the player must be logged in. Players are to be told to login before they submit documents via chat. Documents submitted on chat without the player being signed in are not to be accepted.

The Company adheres to and complies with "Know your customer" principles, which aim to prevent financial crime and money laundering through client identification and due diligence.

The Company reserves the right, at any time, to ask for any KYC documentation it deems necessary to determine the identity and location of a user. We reserve the right to restrict the

service, payment, or withdrawal until identity is sufficiently determined, or for any other reason in our sole discretion based on the legal framework.

We take a risk-based approach and perform strict due diligence checks and ongoing monitoring of all clients, customers, and transactions. As per the money laundering regulations, we utilize three stages of due diligence checks, depending on the risk, transaction, and customer type.

SDD — simplified due diligence is used in instances of extremely low-risk transactions that do not meet the required thresholds

CDD — customer due diligence is the standard for due diligence checks, used in most cases for verification and identification

EDD — Enhanced Due Diligence is used for high-risk customers, large transactions or special cases.