

Last updated: 15/04/2026

Operator: Aflame Ltd. (Cyprus) / XO Corporation N.V. (Curaçao) on behalf of SuperBoss.com

Governing Law: Laws of Curaçao

1. Introduction and Purpose

SuperBoss (hereinafter "the Company", "we", "us", "our") adheres to and complies with "Know Your Customer" (KYC) principles and Anti-Money Laundering (AML) regulations. These policies aim to prevent financial crime, money laundering, terrorism financing, fraud, and other illegal activities through client identification, verification, and ongoing due diligence.

We are committed to the highest international standards set by the FATF and the national legislation of Curaçao.

2. Risk-Based Approach

The Company takes a risk-based approach and performs strict due diligence checks and ongoing monitoring of all clients and transactions. We utilize three stages of due diligence:

- SDD (Simplified Due Diligence): For extremely low-risk transactions that do not meet required thresholds.
- CDD (Customer Due Diligence): Standard verification for most cases to confirm identity and address.
- EDD (Enhanced Due Diligence): For high-risk customers, large transactions, suspicious activity, or special cases.

3. When is KYC Compulsory?

KYC verification is mandatory in the following events (whichever occurs first):

1. When a user makes an aggregate lifetime total of deposits exceeding €5,000 (or equivalent).
2. When a user requests a withdrawal of any amount (regardless of deposit history).
3. When a user attempts or completes a transaction that is deemed suspicious by the Company.
4. At any time, at the Company's sole discretion, based on legal or regulatory requirements.

Note: The Company reserves the right to restrict service, deposits, payments, or withdrawals until identity is sufficiently determined.

4. Required KYC Documents

During the KYC process, the user must provide three (3) mandatory documents:

4.1. Proof of Identity (POI)

- A copy of a Government-Issued Photo ID (Passport, National ID card, or Driver's License).
- In some cases (depending on the ID document), both front and back copies are required.

4.2. Proof of Residence (POR)

- A Bank Statement or Utility Bill (electricity, water, gas, internet – mobile phone bills are NOT accepted).
- The document must clearly show the user's full name and residential address.

4.3. Selfie with ID

- A selfie photograph where the user holds their submitted ID document next to their face.
- The ID in the selfie must be the same document as uploaded for POI.

5. Detailed Guidelines for Document Validation

5.1. Proof of ID (POI) Requirements

- Signature: Must be present on the document (if applicable).
- Country restriction: Not from restricted countries (see Section 10).
- Full name: Matches the name provided during registration.
- Expiry date: Document must not expire within the next 3 months.
- Age: Holder must be over 18 years of age (or legal gambling age in their jurisdiction).

5.2. Proof of Residence (POR) Requirements

- Document type: Bank statement OR utility bill (not mobile phone bill).
- Country restriction: Same restricted countries list as POI.
- Full name: Matches the name on the POI document and account registration.
- Date of issue: Must be issued within the last 3 months.

5.3. Selfie with ID Requirements

- Holder identity: The person in the selfie must match the photo on the ID document.
- Document consistency: The ID shown in the selfie must be identical to the POI document (same photo, same ID number).

6. Additional KYC / AML Measures

In addition to the standard KYC process, the Company reserves the right to request:

- Copies of both sides of payment cards used for deposits (first 6 and last 4 digits visible, CVV/CVC covered).
- Source of funds documentation (payrolls, bank statements, etc.) – to be provided within 28 days.
- Video identification or additional selfies.
- Any other documents deemed necessary for age verification, identity confirmation, or fraud prevention.

7. KYC Process Workflow

7.1. Submission: User submits documents via the Website interface or by email to support@superboss.com.

7.2. Verification: The Compliance team reviews documents against the guidelines.

7.3. Outcome:

- Successful: Account is fully approved. Withdrawal restrictions are lifted.
- Unsuccessful: The reason is documented, a support ticket is created, and the user is informed.

7.4. Withdrawal Hold: During KYC verification, withdrawals may be restricted until identity is confirmed.

8. Consequences of Failing KYC

If a user fails to provide requested KYC documents within a reasonable timeframe (e.g., 14 days from withdrawal request):

- The withdrawal request may be cancelled.
- The account may be suspended or blocked.
- The Company may suspect illegal activity and report to relevant authorities.
- Funds may be withheld in accordance with AML laws.

If any information is untrue, inaccurate, misleading, or incomplete, the Company may:

- Terminate the account immediately.
- Void all transactions, winnings, and bonuses.
- Confiscate any funds.

9. Data Protection

All personal information and KYC documents are processed strictly in accordance with the Privacy Policy and Data Protection Policy of SuperBoss. Full credit/debit card information is never stored and is always encrypted.

10. Restricted Countries

The following countries and territories are restricted:

Austria, France and its territories, Germany, Netherlands and its territories, Spain, Union of Comoros, United Kingdom, USA and its territories (including Aruba, Bonaire, Curaçao, Saba, St Eustatius, St Martin), all FATF blacklisted countries, and any other jurisdictions deemed prohibited by the Anjouan Offshore Financial Authority or applicable law.

Note: Online gambling may be illegal in your jurisdiction. It is your sole responsibility to ensure compliance with local laws.

11. Reporting Suspicious Activity

Report any suspicious activity to: support@superboss.com

The Company is entitled to inform relevant authorities, banks, and payment providers of any suspected unlawful, fraudulent, or improper activity.

This KYC Policy is an integral part of the General Terms and Conditions of SuperBoss.com.



(SMES) Solutions for Management and Employment Support N.V.

Managing Director

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