

## Player Account and Fund Management Policy for Red777.com

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### 1. Player Account Management

#### a. Account Registration

- Players must create an account to access games and services.
- Registration requires accurate and complete personal information, including:
  - Full Name
  - Date of Birth
  - Email Address
  - Residential Address
  - Contact Number
- Duplicate accounts are prohibited. Players are limited to one account.

#### b. Account Verification

- All accounts must undergo the **Know Your Customer (KYC)** process as outlined in our Customer Identification and Verification Policy.
- Verification is mandatory for deposits, withdrawals, and continued use of the platform.

#### c. Account Security

- Players are responsible for maintaining the confidentiality of their login credentials.
  - Ypsilonbet.com uses advanced encryption and multi-factor authentication (MFA) to secure player accounts.
  - Any suspected unauthorized access should be reported immediately.
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### 2. Fund Management

#### a. Deposits

- Players can deposit funds using approved payment methods, including credit/debit cards, e-wallets, and bank transfers.
- The minimum and maximum deposit limits are clearly stated on the platform.
- Deposited funds are credited to the player's account instantly or within the specified processing timeframe.

#### b. Withdrawals

- Withdrawals are processed to the original deposit method where possible.
- The following requirements must be met for withdrawals:
  - Completion of the KYC process.
  - Meeting any wagering requirements tied to bonuses or promotions.
- Withdrawal requests are processed within 1–5 business days, depending on the payment method.

#### c. Fund Segregation

- Player funds are maintained on Payment Service Provider side.

#### **d. Fees and Charges**

- Transparent details of any fees (e.g., currency conversion, processing fees) are provided during transactions.
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## **2. Bonus and Promotion Management**

### **a. Bonus Funds**

- Bonus funds are kept separate from deposited funds in the player's account.
- Players must meet the stated terms and conditions (e.g., wagering requirements) before bonus funds can be withdrawn.

### **b. Misuse of Bonuses**

- Any misuse of bonuses or promotions may result in the forfeiture of bonus funds and winnings.
  - Ypsilonbet.com reserves the right to limit or revoke bonuses for accounts exhibiting fraudulent or abusive behavior.
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## **3. Dispute Resolution**

- Players may contact [support-en@ypsilonbet.com](mailto:support-en@ypsilonbet.com) for disputes related to accounts or funds.
  - Disputes will be reviewed and resolved within 14 business days.
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## **4. Anti-Money Laundering (AML) Compliance**

- All transactions are monitored to detect and prevent suspicious activities.
  - Any activity suspected of violating AML regulations will be reported to relevant authorities.
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## **5. Policy Updates**

This policy is reviewed and updated regularly to align with regulatory changes and industry standards.

At Ypsilonbet.com, we are committed to providing a secure, transparent, and enjoyable gaming experience. If you have any questions about this policy, please contact us at [support@ypsilonbet.com](mailto:support@ypsilonbet.com).