

Player Account Suspension and Closure Policy for Najahbet.com

1. Purpose of the Policy

The objective of this policy is to provide a transparent and consistent approach for handling player account suspensions and closures. We aim to:

- Protect the interests of players and the platform.
 - Ensure compliance with legal and regulatory requirements.
 - Prevent fraudulent activities, violations of terms, or misuse of the platform.
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2. Reasons for Account Suspension or Closure

a. Voluntary Account Closure

Players can request the closure of their account at any time, for any reason. This can be done by contacting support-en@najahbet.com and block@najahbet.com. The closure will be processed, and all account-related activities will be ceased.

b. Account Suspension or Closure by Najahbet.com

Najahbet.com reserves the right to suspend or close accounts under the following circumstances:

1. **Non-Compliance with Terms and Conditions:**
 - Breach of the platform's terms of service, including cheating, fraud, or using the platform for illegal activities.
 - Violations of bonus terms, including misuse or abuse of promotional offers.
2. **Underage Gambling:**
 - Accounts where the player is found to be under the legal gambling age (18+ or as per local jurisdiction laws).
 - If suspected, we will suspend the account and request verification documents.
3. **Fraudulent or Suspicious Activity:**
 - Accounts exhibiting signs of fraud, money laundering, or other illegal financial activities.
 - Unusual or suspicious betting patterns or behavior, including collusion, chargeback fraud, or use of stolen payment methods.
4. **Verification Issues:**
 - Failure to provide required KYC documentation within the allotted time.
 - Inaccurate or incomplete information submitted during account verification.
5. **Inactivity:**
 - Accounts that have remained inactive for 12 months or more, and where no deposit or withdrawal has occurred.
 - Players will be notified before fees or account suspension are implemented due to inactivity.
6. **Security Concerns:**
 - If there is any risk to the security of the player's account, such as suspected unauthorized access, the account may be temporarily suspended to protect the player's funds and personal information.

7. Behavioral Violations:

- Engaging in abusive, harassing, or discriminatory behavior towards other players or Najahbet.com staff.
- Violation of the platform's code of conduct or ethical standards.

8. Regulatory Compliance:

- Najahbet.com is required to comply with local and international regulations, and may suspend or close accounts to ensure compliance with gambling regulations or when requested by regulatory authorities.
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3. Process for Account Suspension or Closure

a. Account Suspension

- **Temporary Suspension:** A temporary suspension may be imposed if suspicious activity or a minor violation is detected.
- Players will be notified via email and provided with the reason for suspension.
- Players will be given an opportunity to resolve the issue, such as submitting requested documents or clarifying suspicious activity.
- Suspended accounts may be reactivated once the issue is resolved.

b. Account Closure

- If the account closure is permanent, players will be notified with clear instructions on how to withdraw their remaining balance, if applicable.
 - Accounts will be closed after all pending transactions are settled and any issues have been addressed.
 - Any remaining funds in the account will be returned to the player according to the platform's withdrawal process.
 - If the account is permanently closed due to a breach of terms, the player may forfeit any remaining bonuses or winnings.
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4. Player Notification and Communication

- Players will be notified of suspension or closure via email. The communication will include:
 - A detailed explanation of the reason for suspension or closure.
 - The player's rights and available options for dispute resolution, if applicable.
 - The process to withdraw any remaining funds, if applicable.
 - Instructions on how to appeal the decision, if the player wishes to challenge the suspension or closure.
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5. Dispute Resolution and Appeals

- Players have the right to appeal any suspension or closure decision.
- To appeal, players must contact support-en@najahbet.com with a clear explanation of their case.

- Appeals will be reviewed by the responsible team, and the player will receive a response within 14 business days.
 - If the issue is not resolved through the appeal, the player may seek further assistance through relevant external regulatory bodies, where applicable.
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6. Data Retention and Access After Account Closure

- Following account closure, personal data may be retained for a period required by law or regulatory obligations (e.g., for tax or anti-money laundering purposes).
 - Players who have closed their accounts will be able to request copies of their account history and transaction records within the data retention period.
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7. Reopening Closed Accounts

- Once an account is permanently closed, it cannot be reopened.
 - If a player requests account reopening within a short period after voluntary closure, the decision will be at the discretion of Najahbet.com.
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8. Policy Updates

This policy is reviewed regularly and updated as necessary to ensure compliance with applicable laws and industry standards. Players will be notified of any material changes to the policy.

At Najahbet.com, we strive to ensure a fair and secure gaming experience for all players. We appreciate your understanding and cooperation in adhering to the rules that help maintain the integrity of the platform.