

ANTI-MONEY LAUNDERING

1. Company reserves the right to block or close any Personal Account at any time and to cancel or declare as void transactions in its sole discretion if the following conditions apply:
 - 1.1. Company detects transactions with irregularities that may negatively affect the processing of payment transactions and/or which gives rise to the suspicion of a violation of the Terms (e.g., the name and address of the player do not match the name and address associated with the credit card, or other mode of payment, used by the player).
 - 1.2. Company considers that the player has violated any other regulation contained in these Terms, the rules of the game and specific rules as applicable from time to time. Any decision of Company regarding the invalidation of transactions and the blocking or closure of Personal Accounts shall be binding upon the player. Any such decision is within the sole discretion of Company, does not require any justification towards the player and may not be contested by the player. In the circumstances referred to above, Company shall also be entitled to withhold and/or retain any and all amounts which would otherwise have been paid or payable to the player.
 - 1.3. Company considers that the player used the products and services offered on the Website in an inappropriate manner or has deliberately cheated or taken unfair advantage of Company or any of its other players.
 - 1.4. Company considers that the player used the products and services offered on the Website in a fraudulent manner and/or for illegal and/or unlawful or improper purposes.
 - 1.5. Player used devices such as robots or other artificial assistants, external programs or mathematical techniques or any manipulative strategies that distort normal gameplay and gave the Client an unfair advantage and did not leave place for chance (especially in roulette games).
2. For fraud prevention purposes when making payments, including by bank cards or by other payment means, disputing the payments by third parties and investigating such cases, the Company can verify all payments. In such case the Client must provide upon request the following documents:
 - 2.1. for establishing your identity and/or verification of your age, your identification documents,
 - 2.2. for verification of your address, a bank statement, utility bill, or other documents,
 - 2.3. for the validation of a payment transaction or a withdrawal of funds, the documents requested by our partners - payment systems or agents, in accordance with the professional requirements for combating money laundering and illegal financial transactions.
3. If the value of a deposit is not played through in full before a withdrawal is requested, or there is any evidence of a series of bets/wagers placed which results in guaranteed player profits irrespective of the outcome, or where all the betting/wagering is determined to be low risk, Company reserves the right to request a receipt showing proof of betting/wagering with non-low risk before any withdrawals are processed.
4. Upon the Company's request, the Client shall provide other documents necessary for the verification of payment (including in the case of a request for a refund). The performance of the refund request can be postponed and/or not satisfied if all the documents necessary for such performance are not provided, or there are claims of third parties for the amounts on the Personal Account (for example, a return payment on the payment system). If the requested documents are not provided, the Company has the right to suspend the provision of services, including by blocking access to the Personal Account. Also if the payment system used by the Client does not allow for refunds then in order to process the refund application by the Company, the Client needs to provide alternative means of payment for the refund that is accepted by the Company.
5. Verification process usually may take up to 5 business days, in rare cases more than 5 business days.
6. Cardholder must retain a copy of transaction records and merchant policies and rules.
7. Company takes any form of fraudulent activity of players very seriously. Any fraudulent activity, as determined at Company's sole discretion, is strictly prohibited. Fraudulent activity may include, but is not limited to, stolen credit cards, transfer of funds to other player accounts (chip dumping), forgery, collusion, the use of impermissible software tools, the provision of false registration data or other requested information, etc. In addition to any other remedies provided under these Terms or the applicable game rules, Company reserves the right to pursue claims for criminal prosecution and/or civil damages concerning any fraudulent activities. Players involved in any form of suspected fraudulent activity and any suspicious transaction will be reported to the appropriate authorities. Company is requested to do so by the police, any regulatory authority or court and/or Company considers that any of the events referred to above may have occurred or are likely to occur.
8. The Company sometimes receives chargeback requests from issuing card providers in relation to Clients and Personal Accounts. This occurs when a Client claims that the relevant transaction was not undertaken by the Client. If this is claimed by you to your card provider, we have the right to suspend Personal Account whilst we investigate the chargeback. If a chargeback request is received, we will contact you to confirm the transaction / investigate the chargeback request. Reminders may be sent should the requested confirmation not be received. If we are unable to contact you, your Personal Account may remain suspended or be closed. Sadly, not all chargeback requests are valid and

can, when made without basis, constitute a fraud / attempted fraud against the Company. In the case of invalid or false chargeback requests, we will close your Personal Account and freeze the funds.

9. Company is committed to ensuring that the current regulations against money laundering and the financing of terrorism are strictly adhered to. This commitment implies that sophisticated tools have been put in place to continuously monitor and minimize operational risks. The depositing of funds obtained illegally or by improper means is strictly prohibited. Any Client activity on the Website will be monitored and assessed to this effect. Suspicious activity will be reported instantly to the authorities in charge. By accepting these terms and conditions the player acknowledges that he may deposit money into the Personal Account only in order to play and use the services offered. Likewise, the player may only withdraw winnings and not the funds deposited into the Personal Account. Players who deposit and withdraw without gaming activities will have their funds blocked until investigations have been concluded and incur a processing fee of up to 10% of the deposited amount.