

## KYC policy

Last update: 19<sup>th</sup> of May 2023

Approved by the Director

Date: 19<sup>th</sup> of May 2023

### 1. Overview

This Know Your Customer Policy (the “**KYC Policy**”) is designed in order to provide you (the “**Customer**” or “**you**”) the explanations on how the verification procedure is applied by Precise IG Solutions B.V., registration number 162989, registered at Schottegatweg Oost Unit 1-9 Bon Bini Business Center, Curacao (the “**Company**” or “**we**”) while using the services (the “**Services**”) introduced on the website [www.coinpoker.com](http://www.coinpoker.com) (or associated companies websites) (the “**Website**”) or app.

By contacting us via options available on the Website or by using this Website and the Services you confirm you have read, understood and accepted this KYC policy.

### 2. The purpose of KYC Policy

2.1. When the Client signs up for a new account (the “**Account**”) the Company shall verify that the Customer is over 18 years old. In order to use the Account and access the Services by the Company we verify that identity of the Customer. The verification procedure is mandatory in accordance with gambling regulations as well as legal acts.

### 3. Identification of the Customer

- 3.1. For Customer verification purposes the Company may demand a standard set of identification data and documents, as well as additional documents. The minimum required data is the following:
- 3.1.1. Full legal name of the Customer;
  - 3.1.2. Date of birth of the Customer;
  - 3.1.3. Full address of the Customer;
  - 3.1.4. Contact details (phone number and email address) of the Customer.
- 3.2. The following identity proof documents are acceptable for verifying identity and address of the Customer:
- 3.2.1. Copy of national ID card, passport or driving license;
  - 3.2.2. Copy of utility bill (not older than 6 months);
  - 3.2.3. Copy of bank statement (not older than 6 months);
  - 3.2.4. Any other proof document which is requested by the Company on an individual case.
- 3.3. The documents requested by the Company must be provided in the following manner:
- 3.3.1. each document must be sent as a separate image;
  - 3.3.2. photo captured images are preferred; scanned documents should be sent in *.jpeg* format;
  - 3.3.3. the picture must be in focus and all the text easy to read;
  - 3.3.4. full passport photo page or ID must be in shot, no bits should be left out, the document must not be covered with hand or fingers
  - 3.3.5. avoid using the flash.
- 3.4. The verification of the Account may be done online. The documents may also be sent via email.
- 3.5. Upon the provision of the documents via email, the documents must be sent from the email address used to register the Account on the Website and addressed to [support@coinpoker.com](mailto:support@coinpoker.com). The requested documents and photos must be enclosed to the email.
- 3.6. The Account number or username must be indicated in the ‘Subject’ bar at the top of the email.
- 3.7. Upon registration of the Account, the Customer must provide certain information for security reasons:
- 3.7.1. name and contact details, including a valid email address which needs to be unique to the Account;
  - 3.7.2. date of birth – you must be at least 18 years old;
  - 3.7.3. a unique username (username may contain only letters, numbers, underscore and hyphen symbols) and a password which means only you can access your account;
  - 3.7.4. deposit limit;
  - 3.7.5. security question and the answer.

3.8. Registration page checks your details as you enter them and will let you know if there's a problem, so you can make any changes you need to before you click on the 'Register button.

#### **4. Restricted territories**

- 4.1. No Customers shall be accepted from USA, France, The Netherlands, the Dutch Caribbean Islands; Curaçao, Aruba, Bonaire, St. Maarten, St Eustatia and Saba and other countries where provision of Services by us is not allowed under the licenses we own.
- 4.2. The list of game providers and territories, where from the Customers are not accepts may be amended time from time.
- 4.3. For legal reasons when traveling abroad you may not be able to access your account.
- 4.4. The Company is unable to accept Accounts or offer any of the products or services to clients resident in the following countries USA, Aruba, Bonaire, Curacao, France, Netherlands, Saba, St Eutatus, St Martin and other countries where provision of Services by us is not allowed under the licenses We own.

#### **5. Contacting us**

- 5.1. The Company can be contacted by e-mail [support@coinpoker.com](mailto:support@coinpoker.com). Please note that all calls may be recorded for training and security purposes. If You are concerned about your gambling practices there are a number of guidelines you may find useful:
  - 5.1.1. Consider how long you wish any wagering session to last before commencing and be sure to keep an eye on the clock.
  - 5.1.2. Try not to let gambling interfere with your daily responsibilities.
  - 5.1.3. Gambling is not advised if you are recovering for any form of dependency or if you are under the influence of alcohol or any other substance including some prescription medication. We recommend that you consult your GP for more information.
  - 5.1.4. Gambling is a form of recreation and should not be viewed as an alternative source of income or a way to recoup debt.