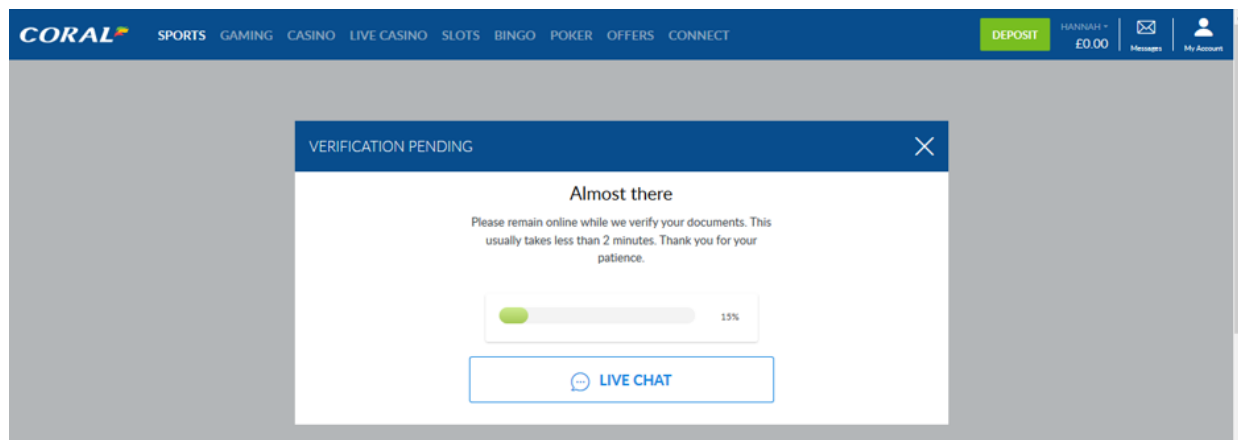


Bonus Guide – Account Verification

As more and more online financial regulations occur, it has become necessary for all online bookmakers and casinos to verify your details, and this can be very tedious and sometimes tricky to satisfy their demands..

Whilst it can be annoying, verification is necessary to avoid online fraud, and for your data protection.



Bigger bookmaker sites automate verification often

The information usually requested by Law is-

1. Proof of ID- This can be a passport or driving license, or certain other approved ID cards if you have no passport/ driving license.
2. Proof of Address- This must be a statement from a bank, building society, or utility bill DATED WITHIN THE LAST 3 MONTHS.

This information alone is usually sufficient for most bookmakers/ casinos to verify your account BUT some are reported (and we have experienced) others whom ask for extra pictures for verifying which can include but are not limited to-

3. A picture of your bank card used for depositing, with certain numbers obscured for privacy protection. Different sites may ask for different numbers to be covered on the card.
4. A photo of yourself holding either your bank card or address proof, or a piece of paper with the day's date written upon it.

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Picture requirements vary

5. A photo of you outside your home address.

Sites requesting these types of photos in addition to your ID/ address proof are often doing so at the point you withdraw winnings, ie after you have spent money with them, and THIS IS ILLEGAL.

It is true that sites are able, by Law, to request these types of images, but ONLY at the point of registration, and NOT when you have already opened the account, staked and spent your own cash, and/or used any Free Bets or Bonuses.

The UK Gambling Commission's statement on verification is very clear and states-

"All online gambling businesses must ask you to prove your age and identity before you gamble."

Age, ID and financial verification



All online gambling businesses must ask you to prove your age and identity before you gamble.

Our rules say that a gambling business can't ask you to prove your age and identity as a condition of withdrawing your money if they could have asked you at an earlier point. However, there may be occasions where a gambling business can only ask you for information at that time in order to fulfil legal obligations.

If a gambling business needs more information before you can withdraw your funds, for example, for anti-money laundering checks, then they should ask promptly and not only when you want to withdraw your funds.

Where a gambling business delays a request to withdraw funds due to insufficient ID, they may be in breach of [Licence Condition 17 – Customer identity verification](#) and may be subject to regulatory action.

The full article can be found here - [Age, ID and financial verification - Gambling Commission](#)

So as you can see, whilst some bookmakers try this tactic in order to hang onto YOUR funds, they have no legal right to do so, and should this happen to you, politely but firmly refer them to the UKGC's site as listed above and remind them of their legal obligations. This usually shakes them into releasing your funds swiftly, but you can also expect them to want to close or restrict your account.

How to avoid these issues

In order to get around any verifying issues, we just need to be aware of the types of evidence needed, and how to present it best.

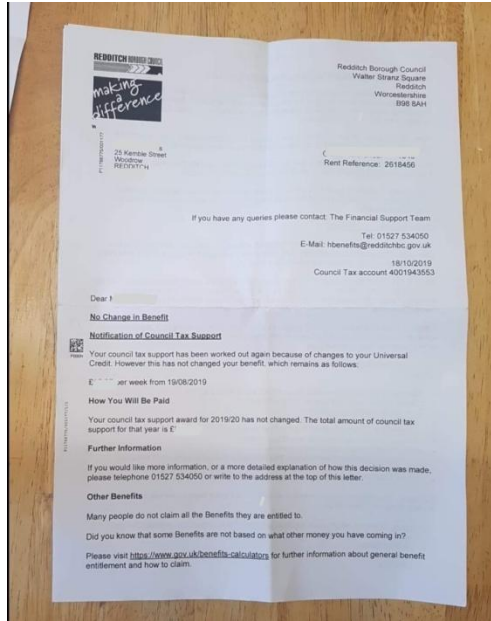
You should get the ID and Address pictures done BEFORE opening new accounts (many will ask for these), in the event any delay on your part may preclude you from taking up their Open Offer..

For your ID verification, a photo of your passport or driving license is fine, just ensure it is not blurred, that it is IN DATE, and is legible to the viewer.

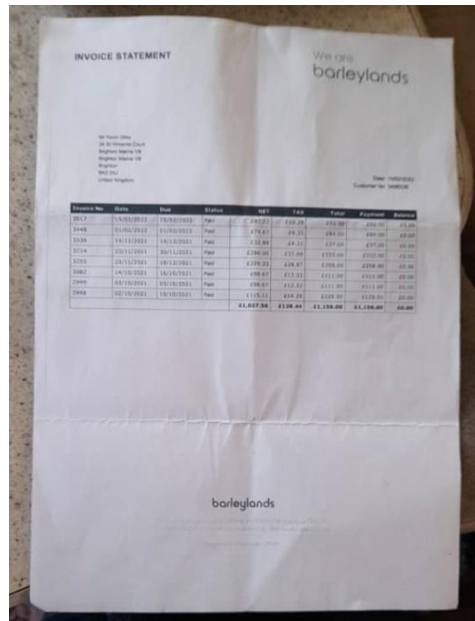


Clear and easy to read (DO NOT BLANK OUT YOUR OWN DETAILS!!)

For your address verification, use a bank/utility statement but ensure that ALL 4 CORNERS of the page are showing, and that the address is still legible.



Clear, all 4 corners showing



Blurred means not usable

This way, no-one can say “we cannot read the address as it is too small”.

Subject

Your account with us

Reference #:

Response (17/11/2021 05:31 PM)

Dear ,

This is the Operations Team at 888casino and we are contacting you with regards to your account with username "!

Thank you for your cooperation with the verification of your account; however, we are unable to use the documents you have sent to validate your details as the details we require are not wholly visible, or are of a poor quality so we cannot read them.

Please would you check the clarity of your documents and ensure that all pictures and relevant details are visible and legible before resending.

Regards,
Operations Team
888casino

You will be repeatedly asked until it is visible

For the bank card photo, you will be asked to obscure certain digits (usually 6-8) and which numbers are to be obscured varies from bookie to bookie.



Obscure numbers as required with paper or blu-tack for example, alternatively you can edit online with a free image editor like <https://pixlr.com/> or similar

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For the photo of you holding your ID, ensure your face is fully captured, and hold the ID high enough to be in shot also. Try not looking too grumpy (see pic!) or annoyed, think of it a photo for passport use, maybe even SMILE..

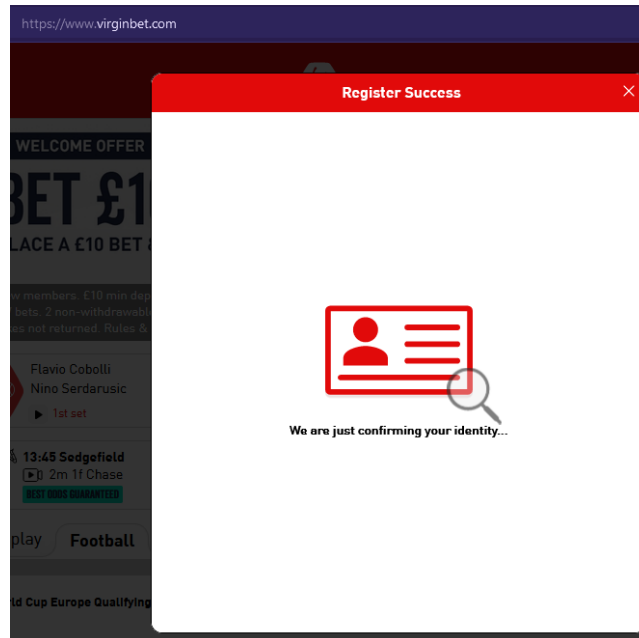


For any other photo requests, remain polite in communications and either fulfil their request OR reasonably demand they drop the request as they are likely in breach of UKGC regulations... this usually works.



Bookies can get very particular about verifying..just humour them..

Remember – bookies and casinos are businesses, and it is in their interest to hang on to your money as long as possible. DO NOT take it personally.



Once verifying is done, it is done, you will not have to provide the info again. Just send it in or upload it, get verified, do the Open Offer and any subsequent Reloads, and walk away with your profit and head held high...

Hopefully this information will help you deal with any issues surrounding verification, withdrawals and account protection, and will ensure you get your profits with less hassle..

Wishing you good luck and healthy profits in your ongoing Matched Betting journey...