

KYC Policy

Chillbet (WUNGroup) — chillbet.net

Chillbet brand is owned and operated by WUNGroup B.V., a limited liability company incorporated in Curaçao under the company number 160576, with registered business address at Chuchubiweg 17, Willemstad, Curaçao. WUNGroup B.V. has applied for the Gaming license with reference number OGL/2024/1382/0969 to be issued by the Curaçao Gaming Control Board. Under this license, WUNGroup B.V. provides casino games and live casino games, as well as other gaming entertainment. Curaçao Gaming Control Board (Gaming Control Authority) is the regulatory body responsible for supervising the operations of WUNGroup B.V. on chillbet.net (hereinafter “Site” or “Website”).

“WUNGroup B.V.” hereinafter—“Chillbet”, “We”, “Us” or “Our”;

User hereinafter—“User”, “You” or “Your”;

Together—“Parties”.

1. KYC Verification

1.1. Any user applying for registration warrants and represents that any information provided in his/her application form is true and correct. Chillbet will not register the user and, where that user has already been registered, Chillbet will cancel that user’s registration as a User if it becomes aware that the user has provided false information when registering as a User. Full name, email, residence address and phone number must be real and verifiable, if requested.

1.2. In order for the User to request withdrawals, remove all initial limitations and have full rights in the promotions, the account must be verified.

1.3. The name and other information, which you provided in Your profile on registration should be the same name on credit card and all payment methods, that you use for deposits and withdrawals of funds from / to your playing account.

1.4. For the account verification Chillbet will request the following details:

1.4.1. ID (for age and name verification);

1.4.2. place of residence (utility bill not older than 3 months);

1.4.3. e-mail address;

1.4.4. proof of ownership of the payment method used for funds deposit and withdrawals.

1.5. In case the User details have been changed (such as place of residence, telephone number or any other element of his data), the User is obliged to immediately inform Chillbet, so that the new data can be updated.

2. Additional video verification

2.1. In case unfair play on behalf of the User is suspected, Chillbet reserves the right to take the following actions at any time: freezing the User's account for up to 1 month with the subsequent User's video verification process in order to confirm the authenticity of the documents provided by the User in terms of the KYC procedure, to prove the conformity of the User's identity documents, as well as conduct an interview with the User regarding the existing suspicions for the purpose of confirming that the User has been acting in accordance with fair play principles.

2.2. The Chillbet sets the date and time of the video verification procedure and informs the User about it no later than 48 hours prior to the video verification procedure.

2.3. If, for any reasons beyond the User's control, the latter is unable to be present at the appointed time for the video verification procedure, the User shall notify the technical support staff / site administration about this no later than 12 hours before the appointed time for the start of the video verification procedure.

2.4. The User must prepare an identity document and present it at the beginning of the video verification.

2.5. Should the User fail to follow the invitation link, turn on the sound and the webcam within 10 minutes after the start of the video verification procedure, the procedure will be considered to have failed due to the user's fault.

2.6. During the video verification procedure, the image and sound of the User must be free of interruptions, noise and interference. Participation of third parties during the video verification procedure is not allowed. Third parties' presence during the video verification process is equated to failed verification.

2.7. The Chillbet has the right to request a demonstration of the User's paper and/or digital media content in cases where the User, during the video verification procedure, declares any fixation of the results of events using paper and/or digital media.

2.8. The User has the right to exit the video verification procedure only due to reasons beyond his control and only with the consent of the video verification procedure host. In this case, the site administration reserves the right to postpone the video verification procedure for a period not exceeding 48 hours from the date and time of the start of the first video verification. If the user voluntarily interrupts the video verification, the procedure will be considered to have failed due to the user's fault.

2.9. The Chillbet reserves the right to assign the User a second video verification procedure if:

2.9.1. There is a mismatch in the User's credentials;

2.9.2. There is no document proving the identity of the User;

2.9.3. The User turns off the webcam or sound during the video verification procedure;

2.9.4. The User has a low quality connection that prevents video verification. Thus, if during the video verification process the User answers untruthfully, distorts reality and / or his answers do not correspond to reality, or the user deliberately misleads and otherwise does not answer questions regarding his / her activities on the Site, the Chillbet reserves the right to block user account.

2.10. The Chillbet has the right to block the user's account following video verification if:

2.10.1. the User fails to demonstrate an identity document;

2.10.2. the User fails to turn on the sound and camera;

2.10.3. anyone other than the User is present on the video verification;

2.10.4. the company identifies the User as a front person who did not actually use the platform and did not place bets;

2.10.5. The video verification is considered to have failed due to the user's fault.

2.11. Should the User's account be blocked for the above reasons, the User shall be refunded the amount of the deposit made by the User during the gaming period on the Site, provided that such an amount has not yet been paid to the User and / or the amount of payments does not exceed the deposit made by the User.