

KYC Policy

Introduction

Temple Holdings N.V (hereinafter referred to as “Temple Holdings” or “The Company”) is committed to maintain the highest standards of customer due diligence in line with expectations of Curacao Gaming Control Board regulations. Customers are required at the point of registration to confirm their full name, date of birth and residential address.

Know Your Customer

Temple Holdings will apply appropriate customer due diligence measures required by law. Temple Holdings will endeavour to prevent it’s customers from engaging in illicit or otherwise unauthorised activity.

Know Your Customer (KYC) standards are designed to protect the Temple Holdings N.V. against fraud, corruption, money laundering and terrorist financing. Know Your Customer is a verification check carried out by the company to:

- Identify that the customer is who they say they are;
- Verify that the customer is over 18;
- Combat and reduce fraud;
- Prevent money laundering;

KYC Requests

The company operates an automated system whereby a customer playing on their brand the company flags and sent an automated email when they hit certain deposit threshold requesting documentation.

Customer accounts are flagged until documents received and verified. No withdrawals are processed from a customer’s account until the KYC verification is completed.

KYC Documents

To fulfil the company's KYC obligations, the customer must submit a valid ID and Proof of Address document dated within the previous six (6) months.

What documents do we accept as a Proof of Identity?

- current signed passport;
- current photo card driving licence;
- national ID card;
- government-issued ID document with photo.

What documents do we accept as Proof of Address?

- council tax bill;
- utility bill (eg: water, heat, fixed line telephone, fixed line internet etc);
 - (not a mobile bill as it is not tied to an address. A utility is).
- bank statement;
- insurance certificate;
- correspondence from government authority, department or agency.

Document capture and verification

The company partners with a 3rd party Identification Verification provider to assist in the capture and verification of documents provided by its customers.

Included in the automated KYC email request the company sends are links for the customer to upload or take pictures of the required documentation.

Document authentication

On receipt of the required documentation, the company matching the customer details against those submitted at registration and authenticating the documents supplied.

Where documents are verified, the customer is emailed to confirm, and customer accounts are flagged as the KYC verification has been completed.

Where documents are incomplete, the Company will follow up with customer.

Where documents are found to be falsified or player identified as underage, account(s) are immediately restricted.

Failure to comply

Where the customer fails to submit documents within thirty (30) days of the initial request the relevant team is alerted and will request again. In those cases, the account will be disabled (meaning the deposit, gameplay and withdraw options switched off).