KYC & Verification Policy

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Operated by Blockdance S.R.L., including its subsidiaries and affiliates, 300 Este de la Iglesia Católica, Granadilla, Curridabat, San José, Costa Rica (the “Operator”, “we”, “us”, “our”).

This KYC & Verification Policy explains when identity verification is required on bitvegas.gg, what documents are accepted, and the consequences of failing verification. It forms part of the Terms & Conditions and supports the AML & CTF Policy.

1. When Verification Is Required

1.1 Verification may be requested at any time at the Operator’s discretion, and is required without limitation when: (a) cumulative deposits or withdrawals reach the thresholds stated in the AML & CTF Policy; (b) a withdrawal is requested; (c) account details are changed; (d) risk indicators, duplicate-account signals, or Restricted Territory signals are detected; (e) responsible-gambling or age-verification concerns arise; or (f) required by law or license.

1.2 Registration and the ability to deposit before verification do not constitute confirmation of eligibility. Verification outcomes may be applied retroactively, and wagers placed by ineligible persons are void as set out in the Terms & Conditions.

2. Standard Verification (Level 1)

- Government-issued photo ID (passport, national ID card, or driving license) — valid, unexpired, all corners visible.
- Selfie or liveness check matching the ID, where requested.
- Proof of address dated within the last 3 months (utility bill, bank statement, or government letter).

3. Enhanced Verification (Level 2)

- Proof of wallet ownership: signed message from the deposit wallet or a micro-transaction test.
- Source of funds: exchange statements, payslips, bank statements, sale agreements, or equivalent.
- Source of wealth: evidence of the origin of overall wealth where activity so requires.
- Any additional document reasonably requested by the compliance team or MLRO.

4. Document Standards

4.1 Documents must be submitted as clear, uncropped, unedited color images or PDFs. Screenshots of documents, expired documents, and documents in a name other than the registered account holder are not accepted. Certified translations may be required for documents not in English.

5. Review Timeframes

5.1 Standard reviews are typically completed within 24–72 hours of receiving complete documents. Enhanced reviews may take longer. Withdrawals and, where applicable, wagering remain suspended until review is complete.

6. Failure or Refusal to Verify

6.1 If requested documents are not provided within thirty (30) days, or if verification fails (including age, identity, or location failure), the Operator may suspend or close the account, void wagers and winnings as provided in the Terms & Conditions, return verified deposits to their source where lawful, and retain or remit funds where required by law or the competent authority.

7. Data Handling

7.1 Verification data is processed in accordance with the Privacy Policy, transmitted over encrypted channels, restricted to authorized compliance personnel and vetted verification providers, and retained per the AML & CTF Policy record-keeping requirements.