

A28i HELP / FAQ

1.0 GENERAL

How can I place a bet?

You can ONLY place a bet via the Company's website and in accordance with the Company's Terms and Conditions, and other policies or regulation stated in its website.

Will I incur charges whenever I deposit or withdraw funds from my account?

We always try to keep deposit and withdrawal of funds as painless as possible, this includes banking free of charge. However, if the method you choose carries an extra charge, we will alert you in advance.

Can I cancel my bets?

No. Once a bet has been accepted, it cannot be cancelled and it will be settled in accordance with the Company's Terms and Conditions as indicated in its website. It is important that a player should be familiar with the Company's Terms and Conditions.

Are my personal details safe and kept confidential with the Company?

Yes. All the personal details and the information of a player entered in the site will be kept in the strictest confidence.

What do I need to do if I have forgotten my User ID or Password?

Please contact the Company's dedicated agents immediately either by e-mail, telephone or fax.

What if there are changes to my personal details?

Please contact the Company's dedicated agents and update them on the changes immediately.

2.0 DEPOSIT & WITHDRAWAL

How to deposit funds to my gaming account?

You can contact the Company's agent to deposit via the following methods:

- *Online Banking
- *Local Banking
- *Cash
- *Other methods

How to withdraw funds from my gaming account?

You can withdraw through your agents via the following methods:

- *Online Banking
- *Local Banking
- *Cash
- *Other methods

1. You can only withdraw in the currency that you are currently registered in your betting account.
2. All withdrawal can only be made in the name and details as registered.
3. You are required to bet at least 100% of the deposit amount before you can request a withdrawal. All rejected, voided, draw and tie bets shall be excluded in the calculation of turnover requirements. If this betting condition is not met, there will be a 20% administrative fee imposed for withdrawal.
4. We reserve the right to request for further information pertaining to member's account such as:
 - a. A copy of your passport displaying the photograph and passport number; or
 - b. A copy of your driving license displaying the driving license number; or
 - c. A copy of a government-issued photo ID card showing the photograph and ID number.
5. We reserve the right to modify the mode or method of payment for your withdrawal (fund-out) request at our sole and absolute discretion and to deduct part or all of the fund transfer charges incurred as a result thereof. The Company shall inform the Customer of its decision by e-mail. The Company's decision is final and binding.

Withdrawal Policy

Withdrawal can only be made in the name of and to the registered account holder.

We may request identification and valid documents in perform due diligence in respect to withdrawal request.