BetOnRed

Identity and payment data verification

Contents

Account, KYC and responsible gaming tools . . . 1

Verification . . . 2

Account verification and protection — additional instructions from structured interface texts . . . 3

Proof of Identity . . . 3

Proof of Address . . . 4

Proof of Payment . . . 4

Proof of Deposit . . . 4

Bank Statement . . . 4

Proof of Funds . . . 4

Instructions for specific document types/methods . . . 5

Identity verification: automatic check procedure . . . 6

Phone, email and 2FA . . . 6

Identity verification — Main parameters . . . 7

Identity verification — Additional parameters . . . 7

Registration and verification — Key parameters . . . 8

Account, KYC and responsible gaming tools

The registration interface retains the email/password path, country and currency selection, email confirmation and an optional promo code. New data lists are not automatically tied to each country. Verify Phone confirms the number via SMS; Google Authenticator confirms login when 2FA is enabled. Password recovery uses an email with a link; if the 2FA key is lost — support. Rights to change confirmed fields differ from a regular password change.

Branch	Condition	Result
BR-KYC-01, registration	Allowed form, contact number, email link	Email is confirmed; there is no scan upload at this step.
BR-KYC-01, deposit	Card route with bank confirmation	The bank confirms the payment; KYC is considered a separate step.

Branch	Condition	Result
BR-KYC-01, first conclusion	ID requested, selfie and proof of address, a SMS-step process is provided	Full set sent 10:06 CET, result Approved in 10:23 CET in the confirmed scenario. The check took 17 min and is counted once in the full chain.
BR-KYC-02, a new method	A withdrawal to a new card presupposes an accepted deposit from it or an exception permitted by the operator. Card ownership is verified	In a separate thread, the payment is held for method verification, while the previous identity verification remains valid until its date.

In the operator template, manual document verification provides for up to 24 h, while automatic is described as taking several minutes. Documents and confirmations are sent through the verification interface. The route allows a browser if the built-in WebView does not support the procedure. The export publishes the categories proof of identity, address, payment, deposit, bank statement and funds. AML Policy §2.6 specifies verification and approval by the director before card withdrawal or bank transfer over 3 000 EUR per transaction, up to three withdrawals and a total of up to 9 000 EUR per day under the policy. §2.7 requires enhanced verification with ID and address for withdrawals over 3 000 EUR per 24 h or 9 000 EUR per 90 days. These thresholds describe the AML policy in EUR. The limit for a specific method and rank is determined in the cashier.

Session Limit ends the session when the time is reached. The personal Deposit Limit is tracked per day, week, or month; an increase or cancellation is via 24 h according to the template. The self-exclusion policy provides for 6 months, 9 months, 1 year, or an indefinite request. Filling out the form, its final submission, confirmation, and removal of access are counted separately. For a manual request, support confirms execution; for an approved early cancellation of the urgent option, at least 24 h are counted from the request. When cancelling an indefinite one, a waiting period of 7 days applies. While an urgent restriction is active, deposits and withdrawals are unavailable. The balance under urgent exclusion is paid out according to the casino limits after it ends, and under indefinite exclusion — according to the casino limits. The rules retain the general wording on resumption and the special wording on the need for a response after the urgent limit expires.

Verification

Do I need to verify my account? How can I send proof of identity?

You will be requested to provide documents when necessary. This procedure is performed in compliance with regulations.

Go to the verification section in your profile and upload a valid ID (passport, driver's license, etc.). Make sure to provide access to your camera.

Why did I have to verify my account again?

For security reasons, we may request additional verification when you use a new payment method or make certain account changes. This is part of our compliance process.

How long will it take until my documents are checked?

It can take up to 24 hours. Make sure you've submitted all the required documents. Contact Support if it takes longer.

What is proof of deposit? How is it different from a bank statement?

Proof of deposit is a single transaction made from your bank account to your casino account. It could be either a screenshot or a PDF file. This information should be visible in your transaction history in the banking app or e-wallet app (depending on the method used).

Bank statements contain your full name, account number, and a few recent transactions. This helps to establish that you are the sole owner of the account and that withdrawals will be secure. It is uploaded with online banking, usually in PDF format.

Why am I having issues with verifying my ID?

Check the format/size, and try again using a different browser or device. If the issue persists, contact Support.

Why were my documents rejected?

Make sure that: Photos are not blurry; Documents are not expired; Documents match the information in your casino profile; For bank statements or proof of address, ensure the documents were issued within the past three months.

How safe are my personal details?

BetOnRed goes to great lengths to guarantee that your personal and financial information remains 100% secure and confidential. We employ industry-standard security protocol. The connection to this site is encrypted and authenticated using TLS 1.2 (a strong protocol), ECDHE_RSA with X25519 (a strong key exchange), and AES_128_GCM (a strong cipher) to ensure that all transactions, including deposits and withdrawals, are carried out in a totally secure manner. This technology protects you from having your information intercepted by anyone other than BetOnRed while it is being transmitted between you and BetOnRed.

Account verification and protection — additional instructions from structured interface texts

Saved observation (interface texts): Instructions and the procedure for completing KYC are confirmed; the set of required documents is determined by the account configuration. This material describes the interface steps and fields for documents. The interface may require ID before a deposit or withdrawal, automatic verification is described as taking several minutes, manual document review may take up to 24 hours. In the app's WebView, if verification is unavailable, it is suggested to open the link in Safari on iOS or Chrome on Android. Files jpg, png, pdf, maximum size 11 MB in one version of the interface; in another the size is dynamic. HEIC is not supported. Uploaded documents must be confirmed/submitted, otherwise they do not reach verification. Statuses: Required / Not required / Pending / Reviewing / Rejected / Approved, Verified / Unverified. Verification is carried out by the account owner on their own documents; camera access is mandatory for the automatic procedure.

Proof of Identity

Proof of Identity

Passport, driving license, or any other official government-issued ID card.

Two photos of both frontside and backside of the ID must be uploaded

The ID must be valid

Both photos must be unaltered

The following must be clearly visible:

- expiry date
- date of birth
- issuing authority
- watermarks

Proof of Address

Proof of Address

Utility bill, phone bill, or document, issued by an official institution.

Utility bill, phone bill, or any other document, issued by an official institution.

The document must not be older than ninty days

The document must be uncropped and unaltered

All four corners of the document must be visible

The following must be clearly visible:

- your name/surname
- postal address (city, street, building number)
- zip/postcode

Both photos (.jpg, .png) and PDF files can be accepted

Proof of Payment

Proof of Payment

Please upload the following documents: Credit Cards — Photos of BOTH sides. Please cover CVV/CVC and leave only the first 6 and last 4 digits visible (Example: 1111 11XX XXXX 1111). Bank Transfers — The bank statement with your name and bank number. E-wallets — A screenshot of your account with your personal details. Press “More info” to get full instructions.

Screenshot from online banking showing your deposit in the casino.

• Credit Cards Upload photos of BOTH sides of the card. Ensure that the middle digits and CVV are covered, with only the first 6 and last 4 digits showing. For example: 1234 56XX XXXX 6789.

• Bank Transfers Upload the bank statement showing your name and bank account number. The document should have been issued not more than 90 days ago.

Upload a screenshot of your account showing your personal details, contact details, and the wallet number. We accept coloured photos, scans, and PDFs.

Proof of Deposit

Specific transaction details with data and PSP name which have been required via email

Proof of Deposit

Bank Statement

Bank Statement

Bank statement showing your name and bank account number (scans, coloured photos, or PDFs). The bank statement should not be older than 90 days.

Proof of Funds

Proof of Funds

Payslip, Bank statement, Proof of winning or other document showing a source of your income within the last 90 days

Instructions for specific document types/methods

id

Make sure your documents meet the following criteria:

- Upload pictures showing both sides of your ID, front and bank;
- The document must not be expired;
- No edits or changes are allowed to the document;
- Make sure all details on the document are clearly visible;
- The whole document must be shown — don't crop, cover, or cut off any part;
- Acceptable file formats: PNG, JPG, or JPG. HEIC files are not supported.

sumsub

Make sure your documents meet the following criteria:

- The document must not be expired;
- No edits or changes are allowed to the document;
- Make sure all details on the document are clearly visible;
- The whole document must be shown. Don't crop, cover, or cut off any part.

address

Make sure your documents meet the following criteria:

- The document must be no more than 90 days old;
- The document must not be expired;
- No edits or changes are allowed to the document;
- Make sure all details on the document are clearly visible;
- The whole document must be shown. Don’t crop, cover, or cut off any part;
- Acceptable file formats: PNG, JPG, or PDF. HEIC files are not supported.

creditCard

Make sure your documents meet the following criteria:

- Photos of both the front and back sides of the card must be uploaded;
- Do not show the CVV/CVC code. It must be covered;
- The first 6 and last 4 digits of the card number are clearly visible. The rest should be hidden by you (e.g., 1234 56XX XXXX 1234);
- Acceptable file formats: PNG, JPG, or PDF. HEIC files are not supported.

eWallet

Make sure your documents meet the following criteria:

- Upload a screenshot of your personal account;
- Personal details, contact info, and wallet number are easy to see;

- Acceptable file formats: PNG, JPG, or PDF. HEIC files are not supported.

bs

Make sure your documents meet the following criteria:

- The document must clearly show your full name and bank account number;
- Acceptable file formats: PNG, JPG, or PDF. HEIC files are not supported.

If you are unsure where to obtain the required document, please call the number listed on the back of your card.

pod

- Upload a photo or screenshot displaying the specific transaction details;
- The transaction date and time, your name, transaction amount, and receiver's name ere easy to see;
- Acceptable file formats: PNG, JPG, or PDF. HEIC files are not supported.

Identity verification: automatic check procedure

To protect your account and comply with regulations, we need to verify your identity.

Before you start

Ensure your camera is enabled and access is granted when prompted

Note that verification must be completed by the account holder using their own valid personal documents

Take a photo of your ID

Use a valid, non-expired government document

Ensure all corners are visible and the image is clear and glare-free

Take a selfie

Use good lighting

Keep your face fully visible (no hats or glasses)

The process usually takes a few minutes

Phone, email and 2FA

Verify Phone: enter the code from SMS; after verification, the phone number cannot be changed independently; for verified fields — Support. Verified email: code or email with a link; when using a private relay address, the interface asks you to link a standard email for account recovery and access to exclusive bonuses. Email/phone verification according to the interface instructions helps you receive special offers and rewards.

Two-Factor Authentication: install Google Authenticator, add your issued key or scan the QR code in the app, then enter the one-time code OTP. When signing in, a 2FA code from Google Authenticator is required. To disable 2FA — the account password and OTP; disabling reduces security. If the 2FA key is lost — contact support.
Enabling/disabling protection and success/error messages have been verified. Secret keys are at the disposal of the account owner.

Identity verification — Main parameters

Parameter	Meaning
Stage KYC	Verification may be required before a deposit or before the first withdrawal. §2.15 links the issuance of a payout to completion of the required check.
Grounds for verification	First withdrawal, new payment method, change of details, AML signal or a separate source of funds request. The numerical threshold is determined by the applicable account process.
Document submission	Profile → Verification → upload and submit documents. If verification is blocked inside the WebView, the saved interface suggests opening its link in Safari on iOS or Chrome on Android.
Identity verification	A valid passport, driver's license, or government-issued ID. For a two-sided ID, legible photos of both sides are required.
Address confirmation	A utility or phone bill, or an official document showing your name and full address. The retention period for the saved form is up to 90 days.
Payment method ownership	Card — both sides with masked CVV/CVC and middle digits. Bank transfer — statement in the owner's name. Wallet — account screen with the owner's details.
Checks and source of funds	For an enhanced request, a payslip, bank statement, proof of winnings, or another document confirming the source of funds for the last 90 days is uploaded.
Document requirements	The document is valid, unaltered, with visible edges and legible details. The template allows JPG, PNG and PDF, in one variant up to 11 MB. HEIC is not accepted.
Verification period	FAQ and the interface describe a manual check up to 24 hours with a complete set. BR-KYC-01 records a separate check in 17 minutes from 10:06 to 10:23 CET.
Operations before verification	Opening a profile and submitting documents are possible through the verified route. The payout is paused until the required verification is completed, and the deposit may require a separate KYC.
KYC on withdrawal	§2.4 reserves verification on the first withdrawal for the operator. For a repeat transaction, verification may resume after a change of method or details.
Re-check	The saved FAQ indicates a new payment method or a change of account details as the reason for additional verification.

Identity verification — Additional parameters

Parameter	Meaning
Selfie or video verification	A selfie with a document is permitted under §2.14. The automated route requests camera access; a video stage is possible for documents that cannot be submitted in a supported alphabet.
Application status	Profile → Verification. The states Required, Pending, Reviewing, Rejected, Approved, Verified, or Unverified reflect the verification stages.
Document rejection	Open the status in Verification, correct the format, size, or readability, and resubmit the complete set. If the error persists, contact Support.

Registration and verification — Key parameters

Parameter	Meaning
Age	Operator footer 18+; the form may use a parameterized age, and the 21+ publication refers to a separate template. The local minimum age is retained.
Regional access	The verified episode BR-KYC-01 relates to the permitted form in the expert's Polish context. In the excerpt FR/EUR there is a limitation; the technical visibility of the interface and the legal permission are handled separately.
Registration method	Web form: email and password, then country/currency selection and email confirmation. The verified scenario uses a contact number separately.
Account data	Email, password, country, currency and consents in the first step. Name, date of birth, address, postal code and phone belong to the profile/form of the respective market. Promo code is an optional field.
Password	The saved form config sets 6–32 characters; it does not include required digits, special characters, or mixed case.
Account currency	The currency is selected in the form; Polish episodes are kept in PLN. The expert indicated the display of PLN, USD, EUR, GBP, CZK, NOK and cryptocurrencies.
Contact confirmation	A letter with a link or code for email; in Verify Phone — a SMS code for the number. Google Authenticator applies to enabled 2FA at sign-in.
Account limit	Accounts, payouts & bonuses §1.2 limits the account to one per person, household, IP and computer. Betting Terms §3.7 prohibits multiple and third-party accounts.
Stage KYC	KYC is possible before a deposit or withdrawal under the operator's UI. In BR-KYC-01, the verified scenario provides for identity and address verification on the first withdrawal.
Triggers KYC	A change of method, source of funds, an expired or rejected document may trigger a repeat check. In BR-KYC-02, using a new card requires a previously accepted deposit from it or an exception authorized by the operator. AML Policy §2.7 separately specifies EDD for withdrawals over 3 000 EUR per 24 h or 9 000 EUR per 90 days.
Documents KYC	Valid ID and selfie, proof of address up to 90 days old; upon request — a statement or masked confirmation of the payment method and a document on the source of funds.
Verification period	Manual review takes up to 24 hours via the public interface; automated review usually takes a few minutes. In the reviewed episode BR-KYC-01, the full set of 10:06 CET → Approved 10:23 CET, 17 min.
Restrictions up to KYC	In BR-KYC-01, the first deposit goes through under confirmed terms, and the withdrawal is queued until Approved. The public UI also provides for blocking the cashier step for up to ID in another profile.

Related reading

AML Policy · License, security and operator policies