

Approved by the order of the

General Director

No. 1-12-2024 dated December 23, 2024

The procedure for the operation of the virtual (electronic) casino platform “Golden Win World” in the Kyrgyz Republic.

Version Control

Version	Description	Date
1.0	Procedure for Operation	23.12.2024

1. General Provisions

1.1. Purpose of the Document:

This procedure outlines the main rules and procedures for the operation of the “Golden Win World” online platform, which provides gambling services for foreign nationals and non-residents of the Kyrgyz Republic.

1.2. Goals of Platform Operation:

- Ensuring a transparent, safe, and legal gaming process.
- Compliance with the legislation of the Kyrgyz Republic and international standards.
- Excluding participation by citizens and residents of the Kyrgyz Republic.
- Ensuring the protection of personal data, fairness of games, and financial transparency.

2. Registration and Player Account

2.1. Account Creation:

Players must complete mandatory registration on the platform, providing:

- A foreign passport or a document confirming foreign citizenship.
- Proof of non-residency in the Kyrgyz Republic.
- Valid contact details (phone number and email).
- Bank account details (bank card) from a foreign financial institution.

2.2. Identity Verification:

Before participating in games, players must undergo mandatory identity verification by comparing the provided data with official documents.

A re-verification is required when withdrawing funds, changing account details, or in case of suspicious activity.

2.3. Restrictions:

Participation by citizens of the Kyrgyz Republic and permanent residents is strictly prohibited.

The platform blocks accounts registered from IP addresses or devices located within the Kyrgyz Republic.

3. Organization of the Gaming Process

3.1. Access to Games:

Players are provided access to the following categories of games:

- Video slots (slot machines);
- Table games (roulette, blackjack, baccarat, etc.);
- Lotteries and jackpots;
- Poker and other card games.

3.2. Fairness of Games:

The Random Number Generator (RNG) is certified by independent auditors to ensure full transparency and randomness of results.

Game results are automatically recorded in the system and are accessible for verification by the player in their personal account.

3.3. Setting Limits:

Players are allowed to set personal limits on deposits, bets, and game time (as part of the responsible gaming policy).

3.4. Access Control and Technical Restrictions:

IP filtering and geolocation are applied to block access from the Kyrgyz Republic.

A multi-level activity monitoring system is used to detect suspicious actions, including the use of VPNs and data falsification.

4. Financial Operations

4.1. Deposits and Withdrawals:

Financial operations are conducted exclusively through foreign bank accounts belonging to the players.

Methods for depositing and withdrawing funds:

- International bank transfers;
- Electronic payment systems (PayPal, Skrill, etc.);
- Payment cards issued by foreign banks.

Transaction currency — US dollars (USD) or other international currencies.

4.2. Payment Verification:

When withdrawing funds, the player must verify their identity and provide information regarding the origin of the funds (in accordance with the AML policy).

Minimum and maximum amounts for deposits/withdrawals are established by the platform's rules.

4.3. Freezing Funds:

Funds in player accounts may be frozen in cases of:

- Suspicious activity;
- Detection of a violation of platform rules;
- Providing false information during registration.

5. Player Support and Service

5.1. Customer Support:

Players are provided with 24/7 technical support through:

- Online chat on the platform;
- Email;
- A hotline for international calls.

5.2. Dispute Resolution:

All issues and disputes between players and the operator are resolved through the platform's customer support service.

If the dispute cannot be settled amicably, both parties may refer the matter to the judicial authorities.

6. Control and Reporting

6.1. Internal Control:

The platform regularly audits financial and technical processes to ensure compliance with rules and standards.

Game transactions, betting histories, and financial operations are stored in the system for no less than 5 years.

6.2. Reporting to Regulators:

The operator is required to provide reports to the relevant authorities in the Kyrgyz Republic, including:

- Financial reports;
- Technical reports on the use of access control and data protection measures.

6.3. Monitoring Players:

The platform monitors user activity to detect violations related to:

- Attempts to bypass technical restrictions;
- Illegal participation by prohibited individuals.

7. Security Assurance

7.1. Data Protection:

SSL/TLS encryption and modern cybersecurity tools are used to protect players' personal data and financial transactions.

7.2. Fraud Prevention:

Anti-fraud monitoring tools are implemented to detect suspicious player activities.

Regular software updates are conducted to prevent vulnerabilities and unauthorized access.

7.3. Responsible Gaming:

Information on the risks of gambling is displayed on the platform.

Measures to limit game time and bet limits are available to all players.

8. Final Provisions

8.1. The platform "Golden Win World" operates based on a license issued by the competent authorities of the Kyrgyz Republic.

8.2. These procedures are mandatory for the operator and all registered players of the platform.

8.3. Non-compliance with these procedures will result in sanctions in accordance with the laws of the Kyrgyz Republic and platform rules.

8.4. All changes and additions to the procedures will be published on the official platform website and will take effect 30 calendar days after user notification.