

Approved by the order of the

General Director

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**User Manual for the “Golden Win World” Virtual (Online) Casino
Platform in the Kyrgyz Republic**

(for foreign citizens and non-residents of the Kyrgyz Republic over 21 years old)

Version Control

Version	Description	Date
1.0	Procedure for Operation	23.12.2024

1. Introduction

Welcome to the “Golden Win World” platform. This guide will help you register, use the platform’s main features, and ensure a safe and comfortable gaming experience.

Important:

- The platform is only available to foreign citizens and non-residents of the Kyrgyz Republic aged 21 and older.
- Citizens and residents of the Kyrgyz Republic are strictly prohibited from accessing the platform.

2. User Registration

2.1. Registration Steps

1. Visit the official Golden Win World platform website.
2. Click the “Register” button on the homepage.
3. Fill out the registration form with the following details:
 - Full name (as stated in your foreign passport);
 - Date of birth (only for individuals aged 21 and older);
 - Email address;
 - Phone number (with an international code);
 - Country of residence and address;
 - Details of a foreign bank account (or bank card).
4. Upload copies of identification documents:
 - Foreign passport (photo page);
 - Proof of non-residency in the Kyrgyz Republic (e.g., a certificate of registration abroad).
5. Complete two-factor authentication (2FA):
 - Enter the code sent to your email.
6. Confirm your agreement with the platform’s Terms and Conditions and Privacy Policy.

7. Click “Complete Registration”.

2.2. Account Verification

- After registration, your account will be reviewed to verify the authenticity of the provided information.
- The verification process may take up to 24 hours. You can check your verification status in your personal account.
- A video call with a support team representative may be required to complete the verification process.

3. Logging into the System

1. On the platform’s homepage, click “Login”.
2. Enter your registered email or phone number and password.
3. Confirm your login using two-factor authentication (2FA).
4. After successful login, you will be redirected to your personal account.

4. Deposits and Withdrawals

4.1. Depositing Funds

1. Log into your personal account and navigate to “Cashier” → “Deposit Funds”.
2. Choose a convenient payment method:
 - International bank transfers;
 - Foreign bank cards (Visa, Mastercard);
 - E-wallets (PayPal, Skrill, etc.).
3. Enter the deposit amount and confirm the transaction.
4. Funds will be credited to your gaming account within 1–3 business days, depending on the payment method.

4.2. Withdrawing Funds

1. Go to “Cashier” → “Withdraw Funds”.
2. Select a withdrawal method (bank transfer or e-wallet).
3. Enter the required details and the withdrawal amount.
4. Confirm the transaction (additional verification may be required).
5. Withdrawals are processed within 3–5 business days.

Important:

- Minimum withdrawal amount: \$50 USD.
- Withdrawals can only be made to the same account or payment method used for deposits.

5. Gameplay

5.1. Available Games

The Golden Win World platform offers the following game categories:

- Slot machines;
- Table games: Roulette, Blackjack, Baccarat;
- Video poker and card games;
- Lotteries and jackpots.

5.2. Choosing a Game

1. Go to the “Games” section.
2. Select a category or use the search function to find a specific game.
3. Click on the game you’re interested in and follow the instructions.

5.3. Bets and Limits

- Minimum and maximum bet limits are specified for each game.

- Players can set personal deposit and betting limits through the “Responsible Gaming” section in their account.

6. Security and Account Protection

- Enable two-factor authentication (2FA) for logins and transactions.
- Regularly update your password and never share it with others.
- If you notice suspicious activity, report it immediately to customer support.
- Use a unique password and avoid saving it on public devices.

7. Responsible Gaming Policy

The Golden Win World platform supports responsible gaming and provides the following tools:

- Setting daily, weekly, and monthly limits on deposits and bets.
- Temporary account suspension upon player request.
- Self-exclusion for a period of 1 month to 1 year.

To activate these tools, visit the “Responsible Gaming” section in your account or contact customer support.

8. Customer Support

If you have any questions or issues, you can contact support through:

- Live chat on the platform (available 24/7);
- Email: support@fortuna-x.com;
- Hotline phone number: +XXX-XXXX-XXXX.

9. Final Provisions

- Using the Golden Win World platform confirms your agreement with the platform’s Terms and Conditions.

- The platform reserves the right to temporarily suspend accounts in case of rule violations.
- All transactions and game results are recorded and subject to review for compliance.