ArenaBet KYC Policy

Last updated: 18 February 2026

ArenaBet is operated by Arenabet N.V. (company registration number 105293), registered in Willemstad, Curaçao. The company holds licence OGL/2026/592/4783, granted on 23/03/2026, and is regulated by the Curaçao Gaming Control Board (GCB).

ArenaBet follows Know Your Customer (KYC) principles intended to help prevent financial crime and money laundering through customer identification and due diligence. ArenaBet may request documents to verify a user's identity and location on arenabet.si and may restrict access, payments or withdrawals until the necessary verification is completed, subject to applicable law.

We take a risk-based approach and perform strict due diligence checks and ongoing monitoring of all clients, customers, and transactions. As per the money laundering regulations, we utilize three stages of due diligence checks, depending on the risk, transaction, and customer type.

SDD — simplified due diligence is used in instances of extremely low-risk transactions that do not meet the required thresholds

CDD — customer due diligence is the standard for due diligence checks, used in most cases for verification and identification

EDD — Enhanced Due Diligence is used for high-risk customers, large transactions or special cases.

Separately, and in addition to the above, when a user makes an aggregate lifetime total of deposits exceeding EUR 5,000 or requests a withdrawal of any amount on arenabet.si, or attempts to or completes a transaction that is deemed suspicious, then it is compulsory for them to complete the full KYC process.

During this process, the user will have to input some basic details about themselves and then upload

- A copy of Government Issued Photo ID (in some cases front and back depending on the ID document)
- A selfie of themselves holding the ID doc
- A bank statement/Utility Bill

Guideline for the "KYC Process"

Proof of ID

1. Signature Is there
2. Country of issuance is not Iran (the restricted country).
3. Full Name matches client's name
4. Document does not expire in the next 3 months
5. Owner is over 18 years of age

Proof of Residence

1. Bank Statement or Utility Bill
2. Country of residence is not Iran (the restricted country).
3. Full Name matches client's name and is same as in proof of ID.
4. Date of Issue: In the last 3 months

Selfie with ID

1. Holder is the same as in the ID document above
2. ID document is the same as in "1". Make sure photo/ID number is the same

Notes on the "KYC Process"

- If KYC verification is rejected, the user will receive an email notifying them of the outcome and explaining the reason for rejection.

Contact Information

For questions about your KYC verification, email **support@arenabet.si**. For general enquiries, email **contact@arenabet.si**.