

# FAQs

Here you can find the most common questions asked of our customer service. If you are still unable to find the answer to your question, feel free to email our customer support at [support-viral@mfortune.co.uk](mailto:support-viral@mfortune.co.uk).

Who can open an account?

You must be a United Kingdom residents (except Northern Ireland) and at least 18 years of age to play on [www.mfortune.co.uk](http://www.mfortune.co.uk). Please read mFortune's Terms and Conditions for further information.

Does it cost me anything to join?

No, it is completely free to join mFortune.

What identification do I need to register?

In most cases, nothing. The information you provided upon registration will be automatically checked against a national register, if we are unable to verify your name, age or address during the registration then we will ask you to send copies of information such as your passport, driving licence, a utility bill or a bank statement.

What ID am I required to provide?

To ensure any pay-outs are made to the correct person and deposits are not made by unauthorized people, we may require proof of identity from you in order to fully verify your identity. This is in-line with the Terms & Conditions which you agreed to be bound by.

To provide us with your proof of identity please send us a copy of ONE document from BOTH of the following categories:

- i. **Photo ID** - a passport, identity card or your photo driving license (these must be clearly legible and valid for at least 4 weeks from the date we receive them and include your photograph and your signature). Note: provisional driving licences are not an acceptable proof of ID.

- ii. **Proof of Address** - a statement from a bank, building society or credit card company. The most recent statement from your mortgage lender, or rates, council tax or utility bill (electricity, gas or fixed-line telephone) which is no more than 3 months old. Note: mobile telephone bills or statements are not an acceptable proof of address.

Copies of your Photo ID and Proof of Address must be uploaded on the validation page of our site in Jpeg, PNG or PDF digital file formats. This can be found in your my account section.

How can I withdraw any winnings?

Log into your account, click on cashier, and then click on the 'Withdraw' tab. Simply enter the details as requested and the funds will be transferred back to your original payment method within 7 working days.

What is the minimum amount I can deposit?

The minimum deposit amount is £5

What is the minimum amount I can withdraw?

The minimum withdrawal amount is £5

Where is a withdrawal paid to?

Withdrawals are always paid back to your original payment method. If this is not possible, we will use a second, alternative method obtained from you.

What happens if I forget my password?

Click on 'login' at the top of the page, and then use the 'Forgot Login Details' link on the pop-up; enter the username email address and your birthdate that you provided at registration. You will be sent an email explaining how to re-set your password.

How can I change my personal details?

Log into your account, click on 'My Account' and then on the 'My Details' tab. Within 'My Details' you can click on tabs to edit or change your address. To make changes to other personal information such as typo on your name, date of birth and others, please contact support.

What documents are required to send should I wish to change my personal details? What documents do I need to provide in regard to the payment method(s) I've used or would like to use?

To change your personal data we might ask you to provide documents which prove your identity or address, such as passport, identity card, driving license, proof of your address. Depending on the methods used, document requests may vary. For bank card deposits/withdrawals, we might ask for bank card copies (with the 6 middle digits and CVV code covered), for bank deposits we may ask for a bank statement and for e-wallets we may ask for an account screenshot.

Can I try out the games for free?

We do not currently offer the ability to play demo versions of our games.

Can I register more than once?

No. Customers are only allowed to have one account per one person, family, household address, email address, telephone number, same payment account number and shared computer (e.g. public library or workplace).

Can I open an account on someone else's behalf?

Third party ownership is strictly prohibited.

I can't access my account, what should I do?

In a case where you cannot access your account, please contact our customer support team who will guide you through any possible solutions.

Are there any signs that may indicate potential gambling problems?

BeGambleAware sets out the below signs you should look out for:

- i. Spending more money and time on gambling than you can afford.
- ii. Finding it hard to manage or stop your gambling.
- iii. Having arguments with family or friends about money and gambling.
- iv. Losing interest in usual activities or hobbies like going out with friends or spending time with family.
- v. Always thinking or talking about gambling.
- vi. Lying about your gambling or hiding it from other people.
- vii. Chasing losses or gambling to get out of financial trouble.
- viii. Gambling until all of your money is gone.
- ix. Borrowing money, selling possessions or not paying bills in order to pay for gambling.
- x. Needing to gamble with larger amounts of money or for a longer time to get the same feeling of excitement.
- xi. Neglecting work, school, family, personal needs or household responsibilities because of gambling.
- xii. Feeling anxious, worried, guilty, depressed or irritable.
- xiii. More information can be found [here](#).

How long is the KYC verification processing time?

Document verification may take up to 72 hours. But usually it does not take more than 8 hours.

What if I do not have the required documents?

If you are unable to verify your identity through documents, we have a right to keep your deposits until relevant information/documents provided. In case of not providing requested information we keep the right to pass your case to authorities .

What if I refuse to provide any or all of the required documents for KYC verification purposes?

We are legally required to verify your name, address and date of birth in order to establish your identity before allowing you to gamble and additionally, we may ask you to send copies of the identity verification documents. Refusal to do so will result in your account being frozen. Please be aware that we are legally required to fully KYC verify your account when you will reach 2,000 EUR on deposits.

How will I know if the documents I have submitted are sufficient for KYC verification purposes?

In any case where the documents you have provided are not sufficient to verify your identity, we will contact you and request further documents.

### ***Bank Card Verification***

When we ask you to verify your bank card, we require you to send us a picture of the front and back of the bank cards requested. We need to have the full document (all 4 corners), in colour and we need to be able to see all the details on the document (not blurry).

We need to be able to see your Name and Expiry date on the front of the card and the card must be signed on the back.

For security reasons, make sure that you only show the first 6 and last 4 digits of the card number on the front and back of the card. The CVC/CVV code (3 digits on the back) must also be hidden.

IF YOU HAVE LOST YOUR CARD, OR IF YOU DO NOT LONGER HAVE IT IN YOUR POSSESSION FOR ANY OTHER REASON, WE WILL ASK YOU TO VERIFY THE CARD BY SENDING IN PROOF OF OWNERSHIP. YOU CAN EASILY FIND A PROOF OF OWNERSHIP VIA YOUR ONLINE BANKING OR REQUESTING PROOF OF OWNERSHIP FROM YOUR BANK.

Can I make a deposit into my friend's mFortune account?

No, customers are legally bound to use deposit and withdrawal methods belonging to the account holder only.

Can I use another person's bank card with permission?

No, customers are legally bound to use deposit and withdrawal methods belonging to the account holder only.

What is 3D Secure?

3D Secure is a verification code sent by banks through SMS whenever a user makes a purchase online with a 3D Secure enabled bank card.

What is CVC2 code?

CVC2 codes are 3 digits that can be found at the back of the bank card to the right side of the signature strip.

How quickly will my deposit be credited to my betting account?

Most of the deposits are usually credited instantly.

My deposit was not credited to my account. What should I do?

If your deposit has not been credited to your account, please contact our customer support team via email or Live Chat.

Can I make a withdrawal from my mFortune account to my friend's bank account?

No, customers are legally bound to use deposit and withdrawal methods belonging to the account holder only.

I'm getting a technical error when trying to deposit money to my mFortune account with my bank card, what can I do?

If you're having troubles with deposits, please contact our customer support team via email or Live Chat.

Where do I find active promotions?

Please check our promotions page for the latest promotions. To check your active promotions please go to the 'My Account' section.

How can I claim my bonus?

We have several different types of bonus at mFortune. Depending on the bonus you might have to enter a promo code or simply make a deposit. Some bonuses will be automatically credited to your account.

What does "wagering requirements" in the casino bonus offer mean?

If your initial bonus fund balance is £100, and the wagering requirements are 30x, then you have to wager  $£100 \times 30 = £3000$ . Once you have wagered £3000 your bonus will be unlocked and converted to real money.

How can I find out about any requirements before I decide to participate in a bonus promotion?

Please check the corresponding promotion page and check terms and conditions of that specific bonus.

Where can I see how much I still have left to wager from my bonus?

Please login and go to the bonus section in "My Account".

Where are the Terms & Conditions?

You can access mFortune's Terms & Conditions from here or from the link near the foot of the home page. We ask that you read these carefully before joining us as during registration you will be required to agree to be bound by them.

Do you have a Responsible Gambling policy?

At mFortune we have clear policies in regard to responsible gambling. In fact, it is a condition of our gaming license that we do so. To learn about the tools that are available to you visit our Responsible Gambling Page accessible through here or the link near the foot of the home page to know more.

Who can I contact if I think I have a problem with my gambling?

mFortune work closely with the independent charity-funded BeGambleAware and the Responsible Gambling Trust whose aim to promote responsible gambling. GambleAware offers players advice on how to stay in control and how to recognise a problem. Players who maybe in difficulty with their gambling can also call the GamCare helpline on 0808 8020 133.



I received an error "game unavailable (0)" (or similar) while loading or playing a game. What does it mean?

If you are experiencing errors when loading or during gameplay, it may be related to your account settings such as Responsible Gambling settings. If that is not the case and the error is not descriptive enough please contact our support team for more information.

Can I exclude myself from the website for a period of time?

Yes. Within your 'Responsible Gaming' settings, you can opt to have a time out, which is a short break from playing. For longer break on any site operated by the license holder, you can use our Self-exclusion feature. If you wish to take a longer break from gambling on any site operating in the UK, please register to GamStop.

If you are simply unhappy with this particular site and it is not related to responsible gambling issues you might experience, you can just close your Platin Casino account, and it will not affect other sites you might still want to play.

Please read more about these options on our Responsible Gaming page.

What is GAMSTOP?

mFortune participates in a free national self-exclusion service GAMSTOP, which was set up to help players avoid online gambling if they wish to do so. For more information on GAMSTOP, please visit mFortune's Terms and Conditions here or visit <https://www.gamstop.co.uk>.

What happens if I have registered on GAMSTOP?

After your registration on GAMSTOP your details will be checked against your mFortune account details or your mFortune registration account details and you will be prevented from accessing our services if your details match based on the information you registered on GAMSTOP.

There are circumstances when you may not be prevented from access; for example, due to details you provided to GAMSTOP which are not matching your account or due to the

technical failure on GAMSTOP's side; and therefore, no refund will be granted to you. Upon self-exclusion from mFortune any outstanding Funds held on your Account will be refunded to you.

What is your cookie policy?

mFortune uses cookies to track your use of the website and to record your preferences. You can read more about cookies in our privacy policy.

What happens if I lose my internet connection whilst playing a game?

Once you have re-instated your internet connection you will be taken back to the game you were playing at the same place. Your account will not be affected by any interruption to your internet connection.

What happens if I leave my computer on whilst logged on to mFortune?

Following a period of inactivity mFortune will automatically log you out of your account for security reasons. To resume playing you will need to log back into your account.

Where can I see my mFortune activity?

You can find your history browsing to Cashier > Transactions. If you are looking for more detailed game transactions, you can find them in each game under the settings tab 'History'.

What do I do if my question isn't listed here?

Please email us at [support-viral@mfortune.co.uk](mailto:support-viral@mfortune.co.uk).