CONSUMER DUE DILIGENCE / KNOW YOUR CUSTOMER POLICY

WINBOX DRAW LIMITED

Website: www.winbox247.com
Company Registration No.: 9522468

INTRODUCTION

WINBOX DRAW LIMITED ("the Company", "WINBOX247", "we", "our", or "us") is committed to maintaining the highest standards of integrity, transparency, and regulatory compliance in all business operations conducted through WINBOX247.COM

This Consumer Due Diligence / Know Your Customer Policy ("CDD/KYC Policy") establishes the procedures and controls implemented by the Company to:

- Verify the identity of customers;
- Prevent fraud, money laundering, terrorist financing, and other unlawful activities;
- Ensure compliance with applicable laws and regulations;
- Protect the integrity and security of the platform and its users.

PURPOSE OF THE POLICY

The purpose of this Policy is to:

1. Establish procedures for customer identification and verification;
2. Assess and manage customer-related risks;
3. Prevent the misuse of the platform for illegal or fraudulent activities;
4. Ensure compliance with Anti-Money Laundering and Counter-Terrorism Financing requirements;
5. Protect customers and the Company from financial crimes.

SCOPE

This Policy applies to:

- All users and customers of WINBOX247.COM
- Employees, agents, and representatives of the Company;
- Transactions and activities conducted on the platform.

Customer Information Requirements

Customers may be required to provide accurate and complete information, including:

- Full name;
- Date of birth;
- Residential address;
- Phone number and email address;
- Valid government-issued identification;
- Bank or payment information;
- Selfie or biometric verification where applicable.

The Company may reject incomplete, false, or unverifiable information.

Verification Procedures

The Company may conduct:

- Identity verification;
- Address verification;
- Facial or biometric checks;
- Phone and email verification;
- Screening against sanctions and watchlists.

Additional documents may be requested where necessary.

Customer Due Diligence Measures

Customer Due Diligence may be conducted:

- During onboarding;
- Before withdrawals or large transactions;
- When suspicious activity is detected;
- On an ongoing basis throughout the customer relationship.

Enhanced Due Diligence may apply to high-risk customers or unusual transactions.

Risk Management & Monitoring

The Company adopts a risk-based approach by monitoring:

- Transaction patterns;
- Customer behavior;
- Payment methods;
- Geographic risk factors.

Suspicious activities may result in account restrictions, suspension, or reporting to competent authorities.

Prohibited Activities

The following activities are prohibited:

- Identity fraud or impersonation;
- Submission of forged documents;
- Money laundering or terrorist financing;
- Unauthorized or illegal use of the platform;
- Multiple account abuse.

Record Keeping & Confidentiality

The Company shall securely maintain customer verification and transaction records for the period required under applicable laws.

All customer information shall be treated confidentially and protected against unauthorized access.

Compliance & Enforcement

WINBOX DRAW LIMITED reserves the right to:

- Request additional verification documents;
- Restrict or suspend accounts;
- Reject transactions;
- Terminate customer relationships where necessary.

Failure to comply with this Policy may result in permanent account closure and regulatory reporting.