

## **Time limit**

As of today, with the exception of poker, you can play on your account for a maximum of 8 hours in any 24-hour period. Make sure you always log out when you have finished playing. This will prevent you from accidentally reaching your time limit.

## **Deposit limit**

We have lowered our maximum daily deposit limit to a maximum of €15,000. For young adults up to 23 years old, we have lowered the existing monthly deposit limit from €500 to €400. It is important that you consider the amount carefully: set it too high and you risk losing more money than is justified for your situation. If you set the limit too low, you may not be able to bet more, as you may have reached your limit prematurely.

## **Automatic withdrawal limit**

To prevent you from losing the money you have won before you know it, we offer you the option of having your winnings, above a certain amount, automatically transferred to your bank account. This will ensure you are not tempted to play again and lose your winnings too quickly. The maximum withdrawal limit has been lowered to €99,999.

## **How do I set my limits?**

You can easily view or change your limits via your account statement.

## **Can I change my limits?**

We take these limits very seriously. Once entered, you can increase limits within the maximum bandwidths, but only after 7 days. This is how we prevent players from making impulsive decisions. Lowering your limit is of course possible at any time and will be implemented without any reflection period.

## **How does the playing time limit work in poker tournaments?**

Does your poker tournament last longer than 8 hours? Don't worry, you can finish your tournament. However, you cannot start a new tournament or rebuy after that.

## **Why do I need to re-verify my bank account?**

This is necessary only once – and we ask you to do that as a precaution. During this verification, we check whether your account number matches the name of the account holder (initial + last name). This way we can continue to guarantee safe play at all times.

## **My first deposit was immediately refunded!**

Have you made a deposit attempt, but the money didn't come through? Did you immediately receive a notification that the deposit was automatically refunded? No worries: your money will be back in your bank account within 3 working days. (Usually even within 1 working day. We are working hard to resolve that 2 day delay.)

You can only make deposits from a bank account that is actually on your name. This is stipulated in the law and serves to prevent fraud and money laundering.

First of all, check whether your name and initials as they appear in your account, exactly match the name and initials on your bank account. You will find your account details if you click on the doll icon at the top right. Then click 'Account overview' and then 'My data'. The scan of your ID may not have picked up all the initials of your name. If these initials do not exactly match the initials on your bank card, your money will be automatically transferred back to your account.

Are your initials not matching? Send an e-mail to [support@hollandcasino.nl](mailto:support@hollandcasino.nl) and ask us to correct your data. Do not make another deposit until we have adjusted your details.

## **Bills with your maiden name**

Sometimes things go wrong with joint accounts (and/or accounts) where the name of you and your partner are mentioned on your bank card - and your name is mentioned second on your bank card, for example. Do you own a personal account as well? Then use that account first. Have you already made a deposit? Don't worry, the amount will be in your account within 3 working days.

Do you actually want to be able to deposit from your and/or account? You can! We do have to match your account with your ID first though. Please send an e-mail to [support@hollandcasino.nl](mailto:support@hollandcasino.nl) and ask us to verify your payment method.

## **Self-employed?**

Keep in mind that you can only deposit from a private account, not from a business account.

## **My registration is still on 'Pending'**

Have you entered an ID card/passport and are you still waiting for access to Holland Casino online? Keep a close eye on your e-mail inbox. The document team is working hard to review all registrations and will inform you immediately as soon as the outcome is known.

Driver's licenses unfortunately do not work well as an ID card. A passport works best. We are trying hard to make identification with a driver's licenses through our automated system possible as well.

Have you been waiting longer than 2 days? Then something went wrong on our side. Please send an e-mail to [support@hollandcasino.nl](mailto:support@hollandcasino.nl) with 'Account Pending' in the subject line, and we will contact you to solve the problem.

### **I'm worried about the money I've withdrawn**

It currently takes 3 business days before you see a payout on your account. That is not intentional: normally payouts are returned to your account within 1 working day - or earlier. We are working hard on a solution.

Have you withdrawn money and want to know the status? You can view your history of deposits, withdrawals and gameplay at any time in your account section. Normally, payouts of winnings are almost real time. We are working hard on a solution to get everyone on their way as quickly as possible.

### **I'm looking for the welcome bonus**

Are you under 24 years old? Then you are not yet eligible for a bonus. This is to protect young adults from irresponsible gaming behaviour. In consultation with the Gaming Authority, we will hopefully be able to introduce a suitable alternative for this age group soon. Poker Freerolls are not bonuses, and are open to anyone over the age of 18 with a valid account.

Are you over 24 years old and looking for the welcome bonus? With your first deposit you can choose whether you want to receive a casino or sports welcome offer. Once you have chosen, you will be signed in and you will receive the bonus as soon as you meet the conditions. If something went wrong with your bonus, first check your account overview. Is it still not clear? Please send an e-mail to: [support@hollandcasino.nl](mailto:support@hollandcasino.nl). Please note that in accordance with our general terms and conditions, all outstanding bonuses will be expire if you make a withdrawal in the meantime.