

WHAT IS THE WEEKLY TOP-UP LIMIT?

The weekly reload limit is a mandatory parameter that you will need to set before starting to play. You can change the set limit at any time, from the YOUR PROFILE section, by selecting Set game limits from the menu on the left:

if you set a value LOWER than the previous one, the change will take effect immediately;
if you set a value GREATER than the previous one, the change will take effect after seven days.

CAN I CLOSE MY GAMING ACCOUNT? AS?

To proceed with the closure, it is necessary to send a complete request, attaching a front/back copy of a valid identity document, via email to the address snaidigital@snai.it. Furthermore, in the request it is necessary to indicate the method of repayment of the balance.

You can choose:

- Transfer to the bank or postal account, registered or jointly registered with the holder of the Gaming Account (indicating the IBAN code)
- Domiciled postal transfer (it is necessary to go to any post office starting from the third working day from the date of issue, showing an identification document and tax code).

WHAT IS SELF-EXCLUSION?

SNAI offers you the possibility to abstain from gambling:

for a fixed period of time (temporary self-exclusion);
for an indefinite period of time (permanent self-exclusion).

You can carry out self-exclusion directly from the section YOUR PROFILE - SELF-EXCLUSION by clicking on the form. Self-exclusion involves complete abstention from online gaming activities. This means that during the self-exclusion period it will not be permitted to open a new Gaming Account nor to use any Accounts already opened with other Licensees authorized by ADM.. a>

CAN SELF-EXCLUSION BE REVOKED?

In case of temporary self-exclusion, you will have to wait for the end of the period you set. At the end of this interval, your Gaming Account will be automatically reactivated.

permanent self-exclusion can be revoked provided that at least six months have passed from the date of self-exclusion; you will have to make a specific request, accompanied by a front-back copy of a valid identity document, to be sent via email to formazione@snai.it.

ATTENTION! To be readmitted to the game you will have to wait at least 7 days from the date of receipt of the request of revocation.

HOW DO I MAKE A WITHDRAWAL?

To make a withdrawal from your Gaming Account simply access the YOUR ACCOUNT section and select Withdrawals from the menu on the left. You can choose an option between:

Postepay;

Credit card;

Voucher;

PayPal;

Skrill;

Neteller;

Bank transfer;

Domiciled postal transfer.

Only amounts resulting from winnings and refunds (including gaming stakes) can be withdrawn, i.e. Withdrawable balance.< /span>

Bonuses are not withdrawable.