



COMPLEX INQUIRIES

LEVEL 3 OF CSR FUNDAMENTAL TRAINING



1 ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ VIOLATIONS

2 TURNOVER

3 DEDUCTION

4 VALID BET

[illegible]

VIOLATIONS

WHAT ARE THE **2 TYPES** OF VIOLATIONS AND ITS
SUBSEQUENT?





VIOLATIONS

1. MULTIPLE ACCOUNT VIOLATION

- **SAME IP**
- **SAME DEVICE**
- **SAME BROWSER**

2. ILLEGAL BETTING

- **PLAYED GAMES
NOT BASED ON
CONDITIONS**
- **DOUBLE
BETTING**
- **BRUSHING**



MULTIPLE ACCOUNT ILLEGAL BETTING

TURNOVER

The client only need to complete new set of turnover and as the client complete it, he will be able to withdraw

DEDUCTION

All the profit and earnings along with the bonus amount will be deducted.

SYSTEM VIOLATIONS

Multiple Account

MULTIPLE ACCOUNT + Deduction

Dear Customer, as verified the system detected that you have registered multiple accounts. This is why the entire bonus and your bonus winnings have been deducted from your account. F Moaziz customer , jaisa ke tasdeeq shuda system ne pata chalaya hae ke aap ne mutadid accounts register kiye hain. yahi wajah hai ke aap ke account se poora bonus aur usse haasil honey waley tam

MULTIPLE ACCOUNT + Deduction + Turnover

Dear Customer, as verified the system detected that you have registered multiple accounts to receive the bonus. The system correctly verifies each account. Complete your additional turno Moaziz customer, jaisa ke tasdeeq shuda system ne pata chalaya hae ke aap ne bonus haasil karne ke liye mutadid accounts register kiye hain. system har account ki durust tareeqay se tasdeeq karta h

MULTIPLE ACCOUNT + Turnover

Dear Customer, as verified the system detected that you have registered multiple accounts to receive the bonus. Complete the additional turnover and play accordingly. Making multiple acc Moaziz customer, jaisa ke tasdeeq shuda system ne pata chalaya hae ke aap ne bonus haasil karne ke liye mutadid accounts register kiye hae. izafi turnover mukammal karen aur is ke mutabiq khelain.

ILLEGAL BETTING

ILLEGAL BET + Deduction

Dear customer, the system has detected an abnormal betting activity in your game account. If you wish to continue, play normally because the bonus and earnings has been deducted by th Moaziz customer, system ne aap ke game account mein betting ki aik ghair mamooli sargarmi ka pata lagaya hai. agar aap jari rakhna chahtay hain to mamool ke mutabiq khelain kyunkay aap ki khilaaf v

ILLEGAL BET + Turnover

Dear Customer, as verified the system detected an abnormal betting activity on your gaming account. Complete additional turnover due to your violation. Please play normally only slots an Moaziz customer, jaisa ke tasdeeq shuda system ne aap ke gaming account par betting ki aik ghair mamooli sargarmi ka pata lagaya hai. aap ki khilaaf warzi ki wajah se izafi turnover mukammal karen. l

ILLEGAL BET + Turnover + Deduction

Dear Customer, as verified the system detected an abnormal betting activity on your gaming account. Please complete the additional turnover due to your violation, play normally after the l Moaziz customer, jaisa ke tasdeeq shuda system ne aap ke gaming account par betting ki aik ghair mamooli sargarmi ka pata lagaya hai. barah karam apni khilaaf warzi ki wajah se izafi turnover mukam

Turnover is the required betting amount in order to withdraw.

 **USERNAME**
 **TURNOVER CHECKING**
 **BACK-DATE or CUSTOMIZE**

Daily withdrawal 99 (Times), Remaining withdrawal 99 (Times)
Main wallet : ₮ 154.80
Available Amount : ₮ 154.80

 Recall balance

Withdrawal turnover requirements

Please complete the required turnover for withdrawal.

Game type	Remaining turnover
General	48.00

OK

User Information

Turnover Checking

Deposit Record

Withdraw Record

User P&L

Transaction History

Player Rebates

Transaction type: All Status: All ☐ Last withdrawal time ☒ **Customize** 2024-11-01 00:00:00 → 2024-11-09 23:59:59

<input type="checkbox"/>	Transaction Time	Transaction type	Prod...	Promotion	Transacti...	Tran...	Requ...	Valid ...	Rem...	Status
<input type="checkbox"/>	2024-11-08 14:42:29	Game Promotion	All	Manual - Slots, Fishing Bonus Play	716928901	19.00	19.00	19.00	-	Completed
<input type="checkbox"/>	2024-11-07 02:45:53	Rebate	All			146.26	146.25	146.25	-	Completed
<input type="checkbox"/>	2024-11-06 19:06:56	Game Promotion	All	App Download Promotion - App Download Karen, Bonus Payen	712576863	28.00	28.00	28.00	-	Completed
<input type="checkbox"/>	2024-11-06 19:05:59	Game Promotion	All	App Download Promotion - App Download Karen, Bonus Payen	712576863	-	1.00	1.00	-	Completed



TYPES OF TURNOVER

DEPOSIT

PROMOTION

REBATE

MANUAL

TYPES of TURNOVERS

WHAT IS TURNOVER ?

Turnover is the required betting amount in order to withdraw. For example, if you bet 10 Rs, regardless of whether you win or lose, the 10 Rs you bet will be your effective turnover amount. Withdrawal ke liye turnover shart ki matlooba raqam hai. misaal ke tor par, agar aap 10 rupay ki shart lagatay hain, chahay aap jiten ya harain, 10 rupay jo aap shart lagatay hain woh aap ki muaser turnover hai.

MANUAL

TOP UP SAME AMOUNT

After reviewing your account, we found that additional turnover was applied because of your incompliance to top up the same amount . Please complete the additional turnover. Once you complete the additional turnover, you will be able to withdraw. Aap ke account ka jaiza lainay ke baad, hum ne paaya ke isi raqam ko oopar karne ke liye aap ki Adam tameel ki wajah se izafi turn over ka itlaq kya gaya tha. barah karam izafi turn over mukammal karke aap apni withdrawal kar sakte hain.

MULTIPLE ACCOUNT

After reviewing your account, an additional turnover amount has been applied due to a violation of our game policy regarding multiple account registrations. Please complete the added turnover. Aap ke account ka jaiza lainay ke baad, mutadid account registratioj se mutaliq hamari game policy ki khilaaf warzi ki wajah se ab apko izafi turnover mukammal karne ke zaroorat hae. barah karam shaamil karke aap apni withdrawal kar sakte hain.

ILLEGAL BETTING

After reviewing your account, an additional turnover amount has been applied due to a violation of our game policy regarding illegal betting activity. Please complete the added turnover. Once you complete the additional turnover, you will be able to withdraw. Aap ke account ka jaiza lainay ke baad, ghair qanooni betting ki sargarmi se mutaliq hamari game policy ki khilaaf warzi ki wajah se aik izafi turnover raqam ka itlaq kya gaya hai. barah karam shaamil karke aap apni withdrawal kar sakte hain.

PROMOTION

Dear Customer, after verification, we found that you have not yet completed the required turnover amount. There is still remaining turnover from your promotional bonus. Please continue to play the game and make a withdrawal. Moaziz customer, tasdeeq ke baad, hamein maloom huwa hae ke aap ne abhi tak matlooba turnover mukammal nahi ki hai. aap ke promotional bonus se turnover abhi baqi hai. barah karam turnover mukammal karke aap apni withdrawal kar sakte hain.

DEPOSIT

Dear customer as verified, you did not finish the turnover required , when checked you still have remaining turnover from your DEPOSIT , with every deposit you made you have to complete the turnover. Moaziz customer jaisa ke tasdeeq shuda system ne pata chalaya hae ke aap ne matlooba turnover mukammal nahi kiya, jab check kiya gaya to aap ke paas abhi bhi –apne deposit se turnover baqi hai, aap ko apni turnover mukammal karke aap apni withdrawal kar sakte hain.

REBATE

Dear Customer, after verification, we found that you have not yet completed the required turnover amount. There is still remaining turnover from your rebate or cashback. Please continue to play the game and make a withdrawal. Moaziz customer, tasdeeq ke baad, hamein maloom huwa hae ke aap ne abhi tak matlooba turnover mukammal nahi ki hai. aap ki rebate ya cashback se turnover abhi baqi hai. barah karam turnover mukammal karke aap apni withdrawal kar sakte hain.

Turnover not completed

Dear customer , as you did not reach the turnover required before requesting withdrawal, the system returned your amount to your account, please continue to play the game and make a withdrawal. Moaziz customer, chunkay aap withdrawal ki darkhwast karne se pehlay matlooba turnover tak nahi puhanche hae, is liye system ne aap ki raqam aap ke account mein wapas kar di, barah karam game khel karke aap apni turnover mukammal karke aap apni withdrawal kar sakte hain.



DEPOSIT

For example, you have deposited 100 Rs then you have to bet total of 100 Rs then you'll be able to withdraw.

User Information

Turnover Checking

Deposit Record

Withdraw Record

User P&L

Transaction History

Player Rebates

Game Record

Transaction type

Deposit

Status: All

☐ Last withdrawal time

☒ Customize

2024-06-01 00:00:00 - 2024-06-05 23:59:59

Search

Transaction Time (GMT+8)	Transaction...	Produ...	Prom...	Transaction ID	Transaction ...	Required Tu...	Valid Turno...	Remai...	Status	Last update time	Opera...
2024-06-05 10:20:40	Deposit	All		11619316722	2,000.00	2,000.00	2,000.00	-	Completed	2024-06-05 15:00:19	
2024-06-04 15:31:17	Deposit	All		11618725291	1,000.00	1,000.00	1,000.00	-	Completed	2024-06-04 16:29:44	
2024-06-04 03:09:24	Deposit	All		11618272035	1,000.00	1,000.00	1,000.00	-	Completed	2024-06-04 03:19:14	
2024-06-03 02:51:27	Deposit	All		11617074222	500.00	500.00	500.00	-	Completed	2024-06-03 03:12:41	
2024-06-03 02:35:52	Deposit	All		11617065841	500.00	500.00	500.00	-	Completed	2024-06-03 02:51:27	
2024-06-02 04:59:06	Deposit	All		11616060635	1,000.00	1,000.00	1,000.00	-	Completed	2024-06-02 11:30:43	
2024-06-02 04:53:46	Deposit	All		11616058277	500.00	500.00	500.00	-	Completed	2024-06-02 04:58:32	
2024-06-02 04:40:38	Deposit	All		11616052435	500.00	500.00	500.00	-	Completed	2024-06-02 04:53:20	
2024-06-01 03:18:07	Deposit	All		11614887212	1,000.00	1,000.00	1,000.00	-	Completed	2024-06-01 04:19:44	
2024-06-01 02:55:19	Deposit	All		11614874956	500.00	500.00	500.00	-	Completed	2024-06-01 03:17:40	

Total 33 items < 1 > 100 条/页

PROMOTION

Any amount of bonus you receive, depending on the condition of the specific promotion needs to complete an associated amount of turnover to be able to withdraw

Turnover Checking											
Deposit Record											
Withdraw Record											
User P&L											
Transaction History											
Player Rebates											
Game Records											
Login											
Transaction type											
Promotion			Status: All			<input type="radio"/> Last withdrawal time			<input checked="" type="radio"/> Customize		
2024-06-01 00:00:00			2024-06-05 23:59:59			Search					
Transaction Time (...)	Transac...	Pr...	Promotion	Transacti...	Tran...	Req...	Valid...	Re...	Status	Last update time	O...
2024-06-05 16:25:15	Promotion	All	Hit the Slot and Fish	436971184	38.00	38.00	38.00	-	Completed	2024-06-05 16:25:42	
2024-06-05 16:25:13	Promotion	All	Win Bonus on Slot, Fish and Poker Games	436972947	48.00	48.00	48.00	-	Completed	2024-06-05 16:25:42	
2024-06-05 16:25:09	Promotion	All	VIP Lifetime Weekly Salary	436976963	29.00	29.00	29.00	-	Completed	2024-06-05 16:25:42	
2024-06-04 21:24:44	Promotion	All	Hit the Slot and Fish	436177658	10.00	10.00	-	10.00	Terminate Player Loss	2024-06-05 02:49:00	
2024-06-04 21:24:40	Promotion	All	Get Rescue Bonus on Slot, Fish and Poker	436179960	18.00	18.00	4.60	13.40	Terminate Player Loss	2024-06-05 02:49:00	
2024-06-04 17:57:01	Promotion	All	Slotspk Daily Login Event : Unlock Khusoosi Fawaid!	435901840	88.00	88.00	88.00	-	Completed	2024-06-05 02:49:00	
2024-06-03 19:15:30	Promotion	All	Hit the Slot and Fish	434825491	18.00	18.00	18.00	-	Completed	2024-06-03 19:18:33	
2024-06-03 19:15:28	Promotion	All	Get Rescue Bonus on Slot, Fish and Poker	434828199	18.00	18.00	18.00	-	Completed	2024-06-03 19:18:33	
2024-06-02 17:52:54	Promotion	All	7th Din Ka Log-In Bonus	433342487	488.00	488.00	488.00	-	Completed	2024-06-02 18:20:06	
2024-06-02 17:52:47	Promotion	All	Hit the Slot and Fish	433337826	38.00	38.00	38.00	-	Completed	2024-06-02 18:20:06	
2024-06-02 17:52:45	Promotion	All	Win Bonus on Slot, Fish and Poker Games	433339771	12.00	12.00	12.00	-	Completed	2024-06-02 18:20:06	
2024-06-02 17:52:43	Promotion	All	7th Din Ka Log-In Bonus	433342487	-	1.00	1.00	-	Completed	2024-06-02 18:20:06	
2024-06-02 17:52:40	Promotion	All	Bhaagyashaalee Raviyaar Bonas	433345061	28.00	28.00	28.00	-	Completed	2024-06-02 18:20:06	

REBATE

Turnover Checking

[Deposit Record](#)[Withdraw Record](#)[User P&L](#)[Transaction History](#)[Player Rebates](#)[Game Records](#)[Login](#)[...](#)

Transaction type: All

Status: All

☒ Last withdrawal time ☐ Customize

2024-06-05 00:00:00

→ 2024-06-05 23:59:59

[Search](#)

Transaction Time (GM...	Transacti...	Pro...	Promotion	Transactio...	Tran...	Req...	Valid...	Re...	Status	Last update time	Op...
2024-06-05 16:25:42	Rebate	All			61.60	61.60	61.60	-	Completed	2024-06-05 17:00:07	
2024-06-05 16:25:15	Promotion	All	Slot Aur Fish Par Shart Lagayen	436971184	38.00	38.00	38.00	-	Completed	2024-06-05 16:25:42	
2024-06-05 16:25:13	Promotion	All	Slot, Fish Aur Poker Games Par Bonus Jiten	436972947	48.00	48.00	48.00	-	Completed	2024-06-05 16:25:42	
2024-06-05 16:25:09	Promotion	All	VIP Lifetime Weekly Salary	436976963	29.00	29.00	29.00	-	Completed	2024-06-05 16:25:42	

Total 4 items < 1 > 20 / page

MANUAL - Manual turnover is associated to VIOLATION except from Recharge Same Amount.

User Information

Turnover Checking

Deposit Record

Withdraw Record

User P&L

Transaction History

Player Rebates

Gan

Transaction type:Manual

Status:All

Last withdrawal time

Customize

2024-06-01 00:00:00

→ 2024-06-05 23:59:59

Search

Transaction Time (GMT+8)	Transacti...	Produ...	Prom...	Trans...	Trans...	Required Tur...	Valid Turnover	Remaining t...	Status	Last update time	Opera...
2024-06-04 10:46:27	Manual	All			-	15,000.00	7,206.90	7,793.10	Incompleted	2024-06-05 17:42:46	

Total 10 items

< 1 >

20 / page



VALID BET

The only type of bet that can complete the turnover amount.

TOTAL BET: 1500

VALID BET: 500

CHECK:

GAME RECORDS

PLAYER GAME STATISTICS

Update every 5 min.

Prev. Version

Account Type: Member

Upline: masterbrjg



Internal Level: 5充

VIP Level: VIP2

Last Login: 2024-07-27 07:09

138.204.176.11



Branch Label:

Balance: 2,008.09



Last Game: Soccer

Operation Label:

Do not use quotation marks (") at the beginning or end of the remark



brjogos

ninotenine

Normal

User Information

Turnover Checking

Deposit Record

Withdraw Record

User P&L

Transaction History

Player Rebates

Game Records

Log ...

Game Summary

Lottery Betting Records

Third-party Lottery Records

Live Game Records

Slots Fishing Records

Sports E-sports Orders

PVP Bet Records

Game type

Game type



Product Code

Product Code



Choose date

2024-07-01

→ 2024-07-17



Search

Type	Product Code	Game Name	Bet amount	Valid Bet Amount	Win Amount	Game Win/Loss	Total Hands	Win Hands	Winning rate	Profit margin
SPORTS	FB	Soccer	2,107.41	100.00	2,689.92	582.51	2	1	50.00%	27.64%
RNG	PP	Gates of Olympus	489.80	291.66	390.63	-99.17	18	5	27.78%	0.00%
SPORTS	FB	Basketball	5,239.00	2.25	5.25	-5,233.75	6	1	16.67%	0.00%
Total			7,836.21	393.91	3,085.80	-4,750.41	26	7	26.92%	0.00%

Total 3 items



1



100 / page



REMARK S

- **CORRECT REMARKS**
ADVISE ACCORDINGLY
DO NOT COPY
- **WRONG OR CONFUSING REMARKS**
RECHECK THE TRANSACTION
REPORT THE GROUP CHAT

CHAT FLOW PROCESS

