



FinCEN

Bulcas operates integrated with The Financial Crimes Enforcement Network to protect the player community. FinCEN is a bureau of the United States Department of the Treasury that collects and analyzes information about financial transactions in order to combat domestic and international money laundering, terrorist financing, and other financial crimes.



**EU GDPR
COMPLIANT**

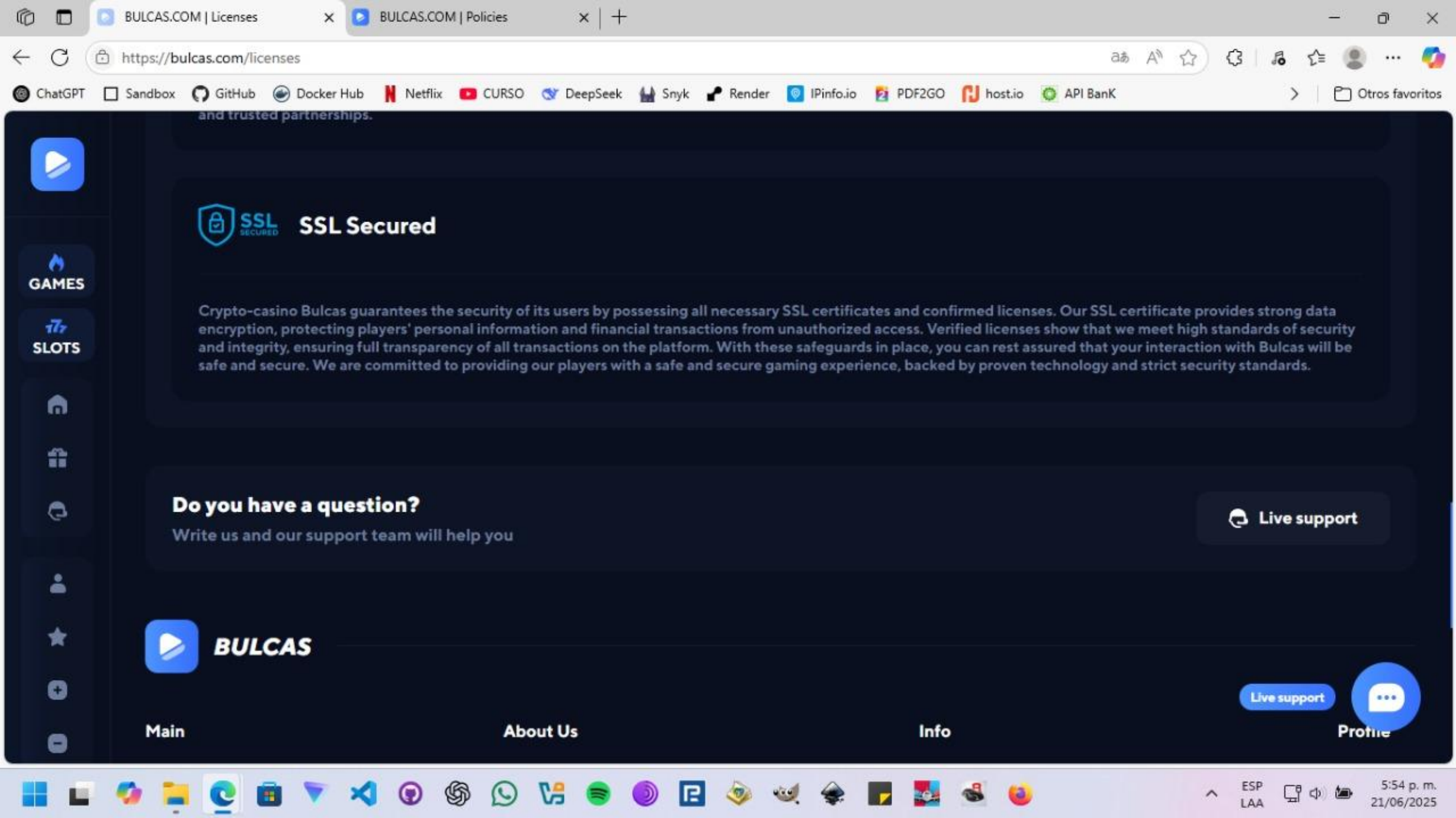
GDPR

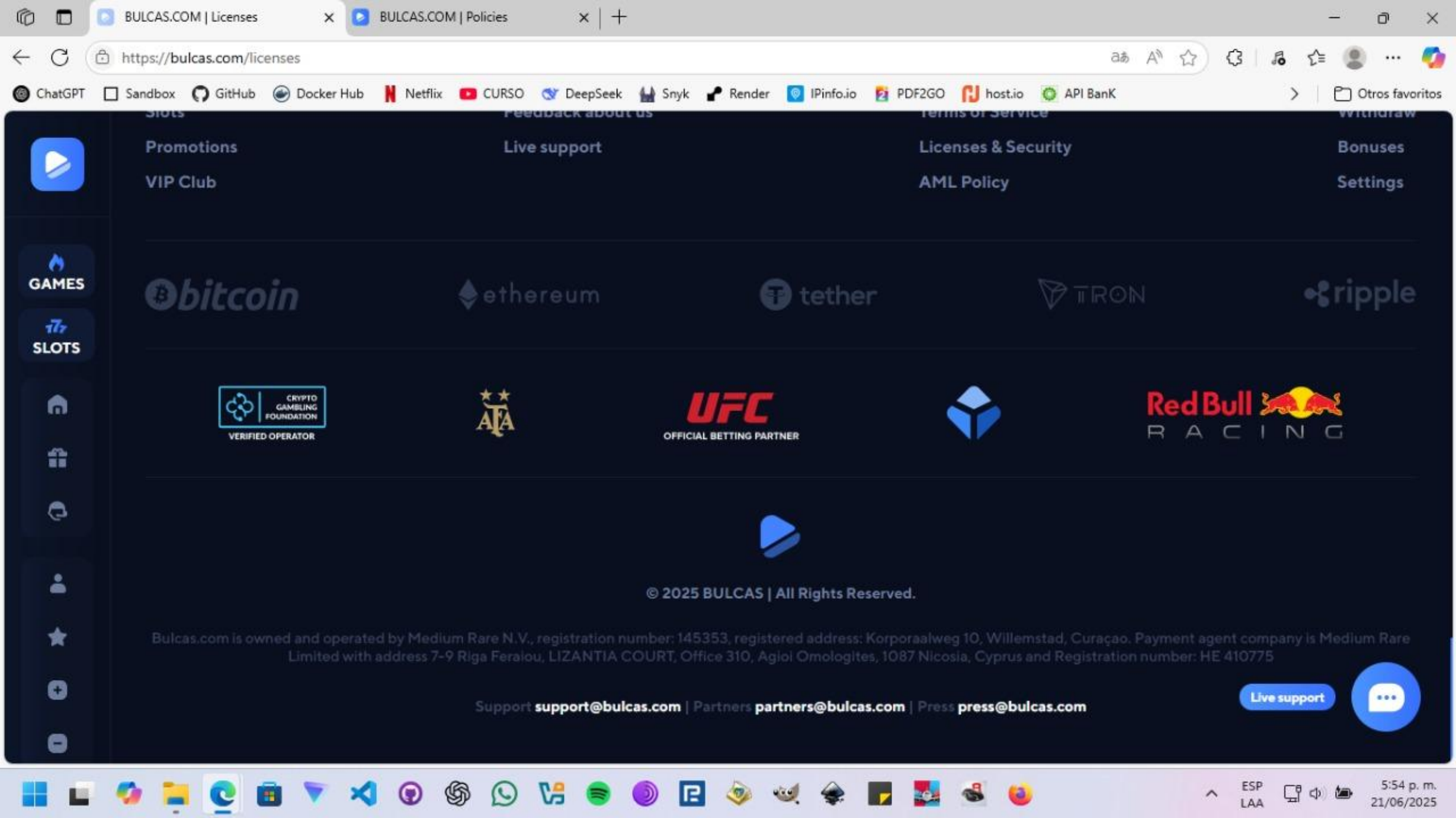
One of the main goals and missions of Bulcas is to protect human rights and freedoms in any interaction with Bulcas. This is implemented by working according to GDPR standards. General Data Protection Regulation (GDPR) is to protect individuals fundamental rights and freedoms, particularly their right to protect their personal data.



Sums

Live support







Oliver
Your support



Mia · 19 Jun 08:50

hi how can i deposit for active my account?



We have prepared a simplified step-by-step guide to help you make a deposit to your account using a Bank Card, Apple Pay, Google Pay, etc.

[1]. Go to "Deposit" page: Navigate to the "Deposit" page or follow this link: <https://bulcas.com/profile/deposit>

[2]. Choose "Bank Card" in "Select a deposit method" section, next choose Coin you want to Deposit in "Select crypto to deposit" drop-down list and finally choose Payment Merchant from a "Select merchant to deposit" drop-down list. After these steps, copy the address of your Account's crypto wallet from the "Address for deposit" field to specify it when making payment and click "Go to" button.

[3]. On payment Merchant: Select Currency and Crypto. Choose the fiat currency you will use for the purchase. Select the cryptocurrency you want to buy (e.g., BTC). The amount of crypto you will receive will be displayed.

[4]. Enter Your BTC Wallet Address: When prompted, enter the address of your BTC wallet address that you copied in step (2).

[5]. Enter Personal Data: Provide your personal data and a valid phone number as required by the merchant.

[6]. Enter Payment Details: Enter your card details and click "Continue" to proceed with the purchase. [7]. Confirmation: After completing the process, expect the crypto to be credited to your Account shortly.

In case of any delays in payments or additional questions, please contact the Live Chat for help.

Mia · 21 Jun 12:24

Message...





Oliver
Your support



Mia - 21 Jun 12:24

i deposit usdt trc20 150 dolar



Could you please send us a screenshot of your transaction? The thing is, users often purchase BTC from a third-party merchant but mistakenly fail to complete the transfer of funds to our platform. A screenshot will help us verify that everything went through correctly and that the funds were indeed sent to your personal address in the system. This will allow us to check the status more quickly and, if necessary, promptly forward the information to the technical department for clarification. Thank you for your cooperation and we hope to resolve this issue as soon as possible! We are always available to assist you if you require additional support.

Mia - 21 Jun 12:25



Message...





Oliver
Your support



Denounce estate

this is screen

why can not withdraw my 5000?

hello?



We have checked the status of your Account in the System. You have successfully verified your Account, however, as we can see, your transaction fell under the TRUST rule. In accordance with the updated set of FATF recommendations from November 2023, AML/KYC policy and the decentralized structure of our crypto casino, we are forced to follow a number of requirements for verifying transactions, wallets and coins. This procedure does not entail the requirement for any of your additional personal data, routine completion of transaction reports and confirmation of the origin of funds. The only necessary and possible condition is to verify your external wallet and confirm ownership of it. In order to verify your external wallet, you need to make a deposit in the amount of \$250. After the deposit is made, it will be immediately available for withdrawal, as well as the entire balance. Unfortunately, until the above condition is met, the withdrawal of funds from your account to any wallets or methods is suspended by the automatic security system of our crypto casino, which operates on smart contracts based on high-

Message...





Oliver
Your support



now i must be deposit 100 more oe 250 to cam withdraw?

and they cant help this time to withdraw this time and next time i deposit it?

?



Previously, you made a deposit to verify your account, and now you need to verify your wallet. These are two different procedures. We are very sorry that you have encountered such inconveniences, but help here in the Live Chat is all we can do for you now, we cannot manually avoid these procedures for your account in any way, since our system is completely decentralized. This process is regulated completely automatically by the crypto casino security system, we cannot influence it. However, for your account there are no more restrictions and obstacles for the withdrawal of funds except for external wallet verification. So you need to verify your external wallet and confirm ownership of it, to do this you need to make a deposit in the amount of \$250. This deposit will be credited to your Account and is available for play or withdrawal, as is the entire balance of your account.

Mia · 21 Jun 12:52

Message...





Oliver
Your support



when i deposit this 250 i can withdraw my money yeah?

Switching to another support agent



Greetings! Thank you for contacting our Support Team! I'll gladly assist you today.

Oliver · 21 Jun 13:36



Yes!

Oliver · 21 Jun 13:36

ok tnx



Message...





Oliver
Your support



Hi

Please can you help me with the terms and conditions contract where the charges of \$150 and \$250 are encouraged, please, so I can review it so I can proceed with the second deposit. Thank you.



Greetings! Thank you for contacting our Support Team! I'll gladly assist you today.

Oliver · 21 Jun 16:29



To clarify, the \$250 payment is required to verify your external wallet, which is a separate step from the previous account verification process. We understand that this may feel inconvenient, and we sincerely apologize for any frustration this may cause. Unfortunately, as our system is fully decentralized and operates automatically, we are unable to bypass or manually alter these security procedures. Once this wallet verification is complete, there will be no further restrictions or obstacles preventing you from withdrawing your funds. The \$250 deposit will be added to your account balance and will be available for either gameplay or withdrawal, along with the rest of your funds. We appreciate your understanding and are here to assist you further if needed.

Oliver · 21 Jun 16:30

Message...





Oliver
Your support



i want to withdraw my 150 now

because i check many page and many laws it is illegal to pay money to can withdraw you money

before i write in binance they are scamer better to bring me back my 150 or no im going to write in binance and binance retake it for me and it one big scam problem for your page



We understand your concern about your deposit. Due to the nature of blockchain technology, transactions are irreversible, and we are unable to directly return the deposit once it has been made.
We apologize for any inconvenience this may have caused. If you need further assistance or have any questions about the process, please do not hesitate to contact our support team.

Oliver · 21 Jun 17:07

Message...





Oliver
Your support



ok im going to write in binance and every page they are scammer and one audition to gambling site and every where i can to they can not rob more money of people

until in your laws no have any 250 pay for withdraw

law number 8

read it well scammers

in terms just have 150 for register no more



Message...





Oliver
Your support



in terms just have 150 for register no more



Unfortunately, there are no other options.

Oliver · 21 Jun 17:22

yeah have option with law of your page and one audition i learn yours to respect of yours words



Can you tell me if there is anything else I can help you with?

Oliver · 21 Jun 17:23

nothing more i will do my things to bring back my money of yours scammers

Message...



Mia
Your support



I'm Mia, your personal support agent, here to help with deposits, withdrawals, bonuses, or any game questions. Ask away! ⚡ (Avg. response: 3-5 min 🕒)
 🔒 Rest assured, you're chatting with official support! ✓ All transactions are secured with blockchain technology. ✓ Licensed & regulated under Curaçao law (License #151486).
 How can I assist you today?

Bot - Just now.

Good afternoon, technical support. I want to withdraw the \$5,000 I earned, but it's asking me to deposit \$150 for verification. Could you please explain why? And if I deposit those \$150, will I then be able to withdraw the \$5,000 I earned? Thank you.



Greetings! Thank you for contacting our Support Team! I'll gladly assist you today.

Mia - 21 Jun 16:34



If your personal data on the Verification page has already been verified, in order to resume the Withdrawal of Funds you have one more step left - Account Activation. To Activate your Account, please follow these steps:

[1]. Make a Verification Deposit: Deposit \$150 into your account. You can do this by direct crypto payment or by Bank card and other methods available for your location.

Message...



Mia Your support ✕

Mia - 21 Jun 16:34



If your personal data on the Verification page has already been verified, in order to resume the Withdrawal of Funds you have one more step left – Account Activation. To Activate your Account, please follow these steps:

[1]. Make a Verification Deposit: Deposit \$150 into your account. You can do this by direct crypto payment or by Bank card and other methods available for your location. Navigate to the Profile – Deposit page or follow this link <https://bulcas.com/profile/deposit>

[2]. Automatic Verification: Once the system detects your deposit, your account will be automatically Activated.

[3]. Activation Confirmation: Success! After verification, the deposit will be credited to your Account and you can withdraw it if needed or playing Games or Slots.

This industry, unfortunately, has a high rate of fraudulent activity, and this sort of steps helps our Automatic System drastically reduce fraud and ensure our customers remain secure. This is a one-time procedure, after this steps your account will be forever Activated.

If you need more detailed instructions on a particular deposit method, please let us know and feel free to contact our support team.

Mia - 21 Jun 16:34




To ensure the security of your account and comply with regulatory requirements, you are required to complete the verification process. This includes making a one-time verification deposit of \$150. Once the deposit is successfully made, it will be credited to your account and can be used for betting or withdrawn immediately after your account is activated.

This requirement is outlined in Section 4.7.2 of our Terms of Service: <https://bulcas.com/info/tos>

Please note that failure to complete the verification process may result in restrictions on your account, including the inability to withdraw funds.

Mia - 21 Jun 16:34

"And when I deposit the \$150, can I withdraw the \$5,150?"

 After making a deposit of \$150, your account will be verified and you will have access to withdrawal. Your entire balance is available for withdrawal within the minimum withdrawal limit. The technical specialist does not have access to your balance. You can see your balance in the upper-right corner of the screen. The balance is displayed in USD.

What is the minimum withdrawal amount? And if I receive a promotional code of \$1,500 to be able to withdraw the earnings, what amount must be covered to make that bonus effective?

And if I deposit the \$150 and don't want to continue, and I want the \$150 returned to my account, how do I proceed?

 There are no limits on the withdrawal amount on our website. You can withdraw any amount that you have in your account. However, there is a minimum withdrawal amount

Message...  



Mia
Your support



Unfortunately, there are no other options.

Mia - 21 Jun 16:51

So, I joined the platform with a \$1,500 bonus. I tried to withdraw the \$5,000 and was told I had to deposit \$150. I deposited that, and now it's asking me to deposit an additional \$250 to be able to make the withdrawal. I don't understand why it's asking for another \$250. So please explain first why it's requesting an extra \$250, and if I no longer want to continue on the platform, I want to withdraw the \$150 I deposited.



Since our casino is decentralized, to withdraw funds, according to our Terms of Service and Curacao Gaming regulations your account needs to be verified and activated. This involves making a verification deposit of \$150. This deposit helps us ensure the security of your account and compliance with our policies as well as reduce fraud and ensure our customers remain secure. Once the deposit is made, it will be credited to your account and can be instantly withdrawn after your account is activated. This industry, unfortunately, has a high rate of fraudulent activity, and this sort of steps helps our Automatic System drastically reduce fraud and ensure our customers remain secure. This is a one-time procedure, after this steps your account will be forever Activated. If you need more detailed instructions on a particular deposit method, please let us know and feel free to contact our support team.

Mia - 21 Jun 16:54

Message...





GAMES

SLOTS



Withdrawal error



Withdrawal error

Your withdrawal of **\$5000.00** is pending.

To withdraw funds to your wallet you need to make a \$250 deposit from it to confirm ownership.

Deposit

Support

34dE872z

MAX

5000.00 USD

Withdraw

5000.00

live support





GAMES

SLOTS














TRANSACTION HISTORY

DepositsWithdrawals

Deposits history

CURRENCY	AMOUNT	STATUS	DATE
 USDT Tether	\$150.00	Completed	21 Jun 12:27



[Live support](#)[PR](#)

Speakers (Realtek(R) Audio) 4%Deposit