

## Why can't I withdraw?

You may be unable to withdraw your funds due to any of the following reasons:

- You have opened a new account and we need to verify you. If this is the case, you will be advised of any restrictions when you first log in or before you first deposit. For more information on verification please click [here](#) .
- You are subject to the Net Deposits rule. This is where you have to withdraw back to the card you deposit from so that your Net Deposits (Total deposits - Total withdrawals = £0 or less). For more information on this read our [What are Net Deposits?](#) article.
- You have received e-mails or in account messages advising you we need some documents.
- We may need to speak with you.

## Why haven't I received my withdrawal?

- Our withdrawal timescales are between 2-5 working days. Please be aware if you have made multiple withdrawals, these may not appear on your statement in the order you made the withdrawal. For more information on our withdrawal timescales, please click [here](#) .

## What happens if I have withdrawn to a bank card that has now expired?

- If you have withdrawn to a bank card that has now expired, the withdrawal will still process as normal and the withdrawal should reach the allocated bank account within 2-5 working days if the bank account is open. In the instance of withdrawing to an expired card that has a closed bank account attached to it, this would lead to the funds being returned to the Skybet account within 150 days.

## What bank cards and payment methods are accepted?

- For information on the payment methods we accept, please click [here](#) .

## **What do I need to do to be able to withdraw my funds?**

- In most cases you will be unable to withdraw as we require you to verify. This means we need a copy of your drivers license or passport and a utility bill or bank statement. We need this information to prove you are old enough to gamble and live in the UK.
- In a small number of cases we may need to speak with you.
- If you are unable to withdraw please do not hesitate to contact us and we will be happy to help you withdraw your funds'
- Our minimum onsite withdrawal amount is £10, however if you wish to withdraw a lower value please let us know

## **What are 'Net Deposits'?**

Net deposits are in place to help keep crime out of gambling. Put simply, whatever funds you deposit from a particular card or e-wallet, must go back to that same card or e-wallet.

Our split withdrawal (net deposit rule) helps to keep the amount deposited - (minus) the amount withdrawn to each payment method as close to £0 or below.

Total deposits - Total withdrawals = £0 or less

For example, you have two cards; you have deposited £300 from card A and £10 from card B. You want to make a withdrawal of £250. The best card to make this withdrawal to is card A, as you have deposited the most from this card and withdrawing to card A will make the 'Net deposits' of both cards as close to £0 as possible.

## **Why might I be asked to withdraw across two payment methods?**

Occasionally you may wish to make a withdrawal and find you get a message requiring you to split your withdrawals across two payment methods. This is due to our 'net deposit' rule. Our split withdrawals process is to help manage your 'net deposits', without you needing to think about it.

## **What do I do if one of the accounts it is suggesting I withdraw to is no longer in use?**

In most cases you are able to remove the card no longer in use online, find out how in our [How do I remove a card \(Net Deposits\)](#) article. Alternatively please contact our Customer Services by clicking the 'Contact Us' button at the bottom of this page and we will be happy to help.

## **What do I do if the bank account is still in use but the card has been replaced/ has expired?**

If the card you have added is a direct replacement of the old card and you are unable to remove the card online we will be happy assist you with removing this if you contact us. You can do this by clicking the 'Contact Us' button at the bottom of this page. For more information on how to remove an old/expired card read our [How do I remove a card \(Net Deposits\)](#) article.

Please note in order for us complete the above we have to identify that the card is a direct replacement (this is determined by the first 6 digits of both cards being the same).

## **How to change your active card**

Follow the below steps:

1. Select 'My Account' in the top right hand corner
2. Scroll down to 'Manage Payment Methods'
3. Your available payment methods will display at the top of the screen
4. Select 'Primary' on the card you wish to make active

## **How to change the card you deposit from**

1. Select 'My Account' in the top right hand corner.
2. Scroll down to 'Manage Payment Methods'
3. Select 'Deposit'
4. Select the card you wish to make the deposit from
5. Select the amount you wish to deposit
6. Select deposit and insert the CV2 number ( the three digits on the back of your card)

## **How to change the card you withdraw to**

1. Select 'My Account'
2. Scroll down to 'Manage Payment Methods'
3. Select 'Withdraw' (minimum withdrawal is £10)
4. Confirm withdrawal – withdrawals take 2-5 working days to appear in your account (not include weekends)\*
5. To check your withdrawal has processed go back to 'My Account'
6. Scroll down to 'Banking History'
7. Here you can see your withdrawals and deposits
8. If your withdrawal isn't in your account after 5 working days please contact us for an ARN number, unfortunately we are unable to assist you with a missing withdrawal until 5 working days have passed

Don't worry if you make a withdrawal to an old card or a lost card if the account number and sort code are the same as a current card this will still go into your bank account. We are unable to process withdrawals to Tesco or Metro Bank Mastercard and all credit cards, please withdraw to an alternative payment method.

## **How to update an expiry date**

Payment methods which have expiry dates should be automatically removed from your account. If you encounter an instance whereby a payment method is still on your account having expired, please contact us and we will be happy to remove it for you.

To change an expiry date

1. Select 'My Account'
2. Select 'Manage Payment Methods'
3. Select 'Edit' on the card you wish to amend
4. Update your expiry date

## **I have made multiple withdrawals and I am missing some. Why?**

Please be aware if you have made multiple withdrawals, these may not appear on your statement in the order you made the withdrawal. For

example, if you made a withdrawal on a Friday and a Saturday you may receive the Saturday withdrawal in your bank first. This is due to the banking process. Please give 5 working days (maximum of 10) for all withdrawals to appear in your account.

### **How do I withdraw my account balance?**

- To withdraw your account balance go to 'Manage Payment Methods' within your Account.
- Then click on Withdraw (as per the screenshot below) and 'Confirm Withdrawal'.
- You can then view your withdrawal within the 'Banking History' area within of your account to double check your withdrawal has gone through successfully.

### **How long will it take for my withdrawal to arrive in my bank?**

- From the point you withdraw it may take up to five working days for the funds to become available in your account. Use the below guide to work out when the withdrawal should hit your account. Please note withdrawal timescales are the same across ALL Sky Brands (Bet, Vegas, Casino, Bingo & Poker).

### **Why do Mastercard withdrawals take 2-5 working days?**

- This is due to your individual bank's processing time and unfortunately, we have no control over this. We are unable to speed up this process.

### **I have waited 5 working days and my withdrawal still hasn't appeared.**

- Firstly, contact your bank and see if there has been a delay in processing your transaction. Sometimes withdrawals can take a few days to show in your bank account balance.
- If after 5 working days you can still not see your withdrawal in your bank account, contact us and we can provide you with an ARN (Acquirer Reference Number). We are unable to provide you with an ARN until 5 working days have passed.

- In cases where you have not received your withdrawal after 5 working days, we can provide an ARN within 24 hours (excluding weekends). You will then be able to provide it to your bank to trace the transaction.
- There may be further security checks conducted on withdrawals of larger amounts. We can confirm if this is the case when you contact us.

## **What is Fast Withdrawals?**

Fast Withdrawals is a service developed by Sky Bet to get your withdrawals back into your bank account faster than ever before.

It means that, for eligible withdrawals, any funds that you withdraw from your balance should reach your bank account in less than 2 hours, but usually it's even faster than that.

## **Which withdrawals are eligible?**

Any withdrawals made with a Visa card.

We hope to introduce Mastercard too at some point, but withdrawals made from their cards currently take between [2 and 5 working days](#).

## **Why hasn't my withdrawal arrived in my bank account within 2 hours?**

Firstly, make sure that you are using a Visa card. Mastercard withdrawals can take between 2 and 5 working days to reach your bank account.

In the unlikely event that your Visa withdrawal still hasn't reached your bank account after 4 hours, please click on the 'Contact us' button below this article to get in touch.

There may be occasions where further security checks are necessary on your withdrawal. This may cause a delay in receiving the funds, especially

on withdrawals of larger amounts. We can confirm this is the case when you contact us.

## **How can I view my deposits and withdrawals?**

1. Log in
2. Select 'My Account'; the symbol appears on the top right of the



Home Page

3. Scroll down to and select 'Banking History'
4. Here you can amend the filters to view your deposits and withdrawals across a specific period of time.
5. You can look at any deposits or withdrawals for the last 12 months in this section

## **How can I view a summary of my deposits and withdrawals since I opened my account?**

If you follow steps 1 to 3 under the above question 'How can I view my deposits & withdrawals?' you will be given a summary of the 'Net Position' of your account since it was opened at the top of this page.

The Net Position is calculated by adding together the amount you have deposited since opening your account and any positive manual adjustments (E.G. Money refunded as part of a promotion, a bet being made void and your stake being returned etc) then subtracting the amount you have withdrawn and any negative manual adjustments (E.G. Where we take back winnings that we awarded in error due to settling a bet as a winner that was in fact a loser).

## **Can my account history be deleted?**

You have the right to request erasure of account data and personal information, in line with GDPR and we will comply with this where possible. It should be noted that it will not always be possible to delete information and it will be necessary to continue to hold some data, for as long as necessary, to meet regulatory and licensing obligations. If you wish to exercise your right and have Sky Betting and Gaming review your Right to

Erasure request, please get in touch by using the 'Contact Us' button at the bottom of this page.

### **I have withdrawn to a lost or expired card, what can I do?**

- If you have lost your card firstly cancel this card with your bank.
- If you still have access to the account no. and sort code this card relates to, your withdrawal will still be processed, however this may take slightly longer than usual.
- If you don't have access to this account then the withdrawal should decline and return to your Sky Bet balance.