

Customer Acceptance Policy

VERSION: 1.0

DATE OF LAST UPDATE: April 30, 2026

1. Eligibility Criteria

a. Individual Status: You must be a natural person. Clash5 does not accept companies or other legal entities as customers.

b. Acceptance of Terms: You must have read and agreed to the latest applicable Terms of Use, Privacy Policy, Game Rules, Responsible Gameplay Policy, and this Customer Acceptance Policy.

c. Adherence to Terms: You are required to comply with our Terms of Use at all times.

d. Personal Registration: You must register with and use any Clash5 platform on your own behalf.

e. Ownership of Payment Methods: You must use payment methods for which you are the legal and beneficial owner.

f. Age Requirement: You must be 21 years or older.

g. Residence: You must reside in one of the Permitted Territories as defined in the ToS.

h. Identification and Verification: You must complete Clash5' identification and verification procedures as part of our risk and anti-fraud program, if applicable.

i. Due Diligence Measures: You must comply with Clash5' due diligence requirements, including providing information on the source of wealth and funds, if applicable.

j. Information Submission: You must provide any requested information and documents per Clash5' risk and anti-fraud program.

k. Exclusion Criteria: You cannot:

- Be a politically exposed person (past or present) (PEP).
- Be a family member or close associate of a PEP.
- Appear on any sanctions list issued by the United Nations or the United States.
- Be linked directly or indirectly to comprehensively sanctioned countries or territories.

- Have a risk profile that exceeds Clash5' risk tolerance, as determined solely by Clash5.

If these criteria are met, Clash5 may request additional information if you are classified as high risk or if deemed necessary.

2. High-Risk Classification

Clash5 continuously monitors customer activity for financial crime risk indicators. Customers are classified by risk levels based on specific behaviors or patterns. A high-risk classification occurs when a customer poses potential money laundering, terrorism financing, or other financial crime risks that could affect Clash5 financially or reputationally.

3. Additional Information for High-Risk Customers

If you are classified as high risk, you may be asked to provide:

- Evidence of income-generating activities.
- Your estimated net worth or sources of wealth.
- Expected levels and patterns of Card & Coin purchases.
- Sources of funds for specific transactions.
- Identity details, including name, date of birth, and address.

Failure to provide requested information within the designated timeframe may result in the termination of your account.

4. Compliance with Legal Requirements

Clash5 is obligated to maintain a robust compliance program to manage risks and prevent fraud, as required by law and third-party service providers.

5. Key Components of Clash5 Risk and Anti-Fraud Program

Key components of our program include:

- Appointing a money laundering reporting officer.
- Implementing customer identification and verification (KYC) processes.
- Conducting enhanced due diligence for high-risk customers.
- Monitoring customer transactions for suspicious activities.
- Reporting suspicious activities to relevant regulatory bodies.
- Regular financial crime risk training for employees and contractors.
- Prohibiting business with customers deemed too high risk.
- Monitoring account activity for inconsistencies relative to economic profiles.
- Adhering to local legal and regulatory requirements.

At Clash5, we are committed to ensuring a safe, compliant, and enjoyable environment for all our customers.