



BAGO

Belgian Association
of Gaming Operators

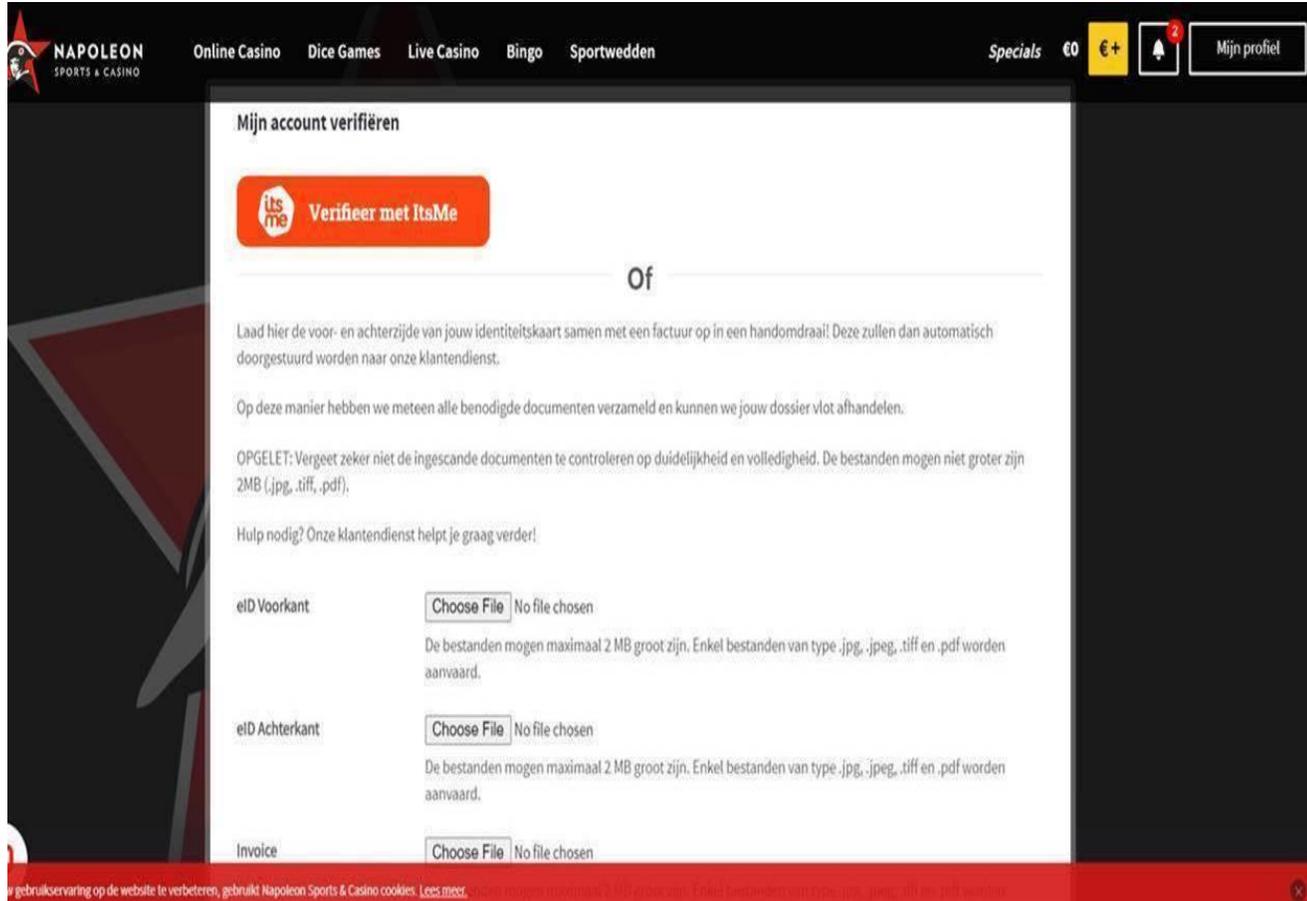


Review

Tim De Borle (Board member BAGO – CEO Napoleon Games)

Together for a better protection of gamblers - 22.09.2020

Integration Overview



NAPOLEON
SPORTS & CASINO

Online Casino Dice Games Live Casino Bingo Sportwedden

Specials €0 €+  2 Mijn profiel

Mijn account verifiëren

 Verifieer met ItsMe

Of

Laad hier de voor- en achterzijde van jouw identiteitskaart samen met een factuur op in een handomdraai! Deze zullen dan automatisch doorgestuurd worden naar onze klantendienst.

Op deze manier hebben we meteen alle benodigde documenten verzameld en kunnen we jouw dossier vlot afhandelen.

OPGELET: Vergeet zeker niet de ingescande documenten te controleren op duidelijkheid en volledigheid. De bestanden mogen niet groter zijn 2MB (.jpg, .tiff, .pdf).

Hulp nodig? Onze klantendienst helpt je graag verder!

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eID Achterkant No file chosen
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Invoice No file chosen

gebruikservaring op de website te verbeteren, gebruikt Napoleon Sports & Casino cookies. Lees meer.

Implementation at Napoleon Sports & Casino since July 2020 as an additional verification option

Players can verify themselves at **any point of their customer journey** by going to the “My Identity” page on NSC website

Mandatory verification of an account prompted at the time of withdrawal and **ItsMe serves as an optional method of verification**

Usage

Month	ItsMe Adoption Rate %	ItsMe Successful Verification %	ItsMe Failed Verification %
Jul-20	15%	66%	34%
Aug-20	51%	61%	39%
Sep-20	36%	59%	41%
Overall	33%	61%	39%

Note: July and Sep 2020 data reflect only partial month

ItsMe Adoption Rate % = Number of players that used ItsMe divided by number of players that were verified (with and without ItsMe)

ItsMe Successful Verification % = Number of players successfully verified via ItsMe divided by number of players that used ItsMe

ItsMe Failed Verification % = Number of players that failed verification via ItsMe divided by number of players that used ItsMe

Reason for Failed Verifications:

95% contributor: **Electronic ID is expired**

Unfortunately, ItsMe does not check for expired cards or prompt users to update new card details.

5% contributor: **National registration number on ID Card is not linked to the player**

ItsMe as a tool

Weighing in the pros en cons



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Pros	Cons
✓ An instant verification system with immediate result of the verification status.	✗ ItsMe information is not up-to-date with cards that are expired or players that have change of address
✓ If verification is positive, WD status is enabled immediately thereby resulting in relatively faster withdrawals.	✗ High failures (approx. 39%) due to expired cards resulting in negative user experience and reduced FCR (first contact resolution). CS has to ask player to update their details on ItsMe app or send verification documents.
✓ 33% adoption rate in about 2 months	✗ Confuses a player as their ItsMe with expired card data works fine on Doccle and other government websites but not on Napoleon website as we check for valid card details.
	✗ ItsMe cannot be used to verify Foreign players who reside in Belgium

Conclusion

Re: Re: ItsMe Verification Failures

 Axel (itsme Onboarding) <onboarding@itsme.be>
To: Radu Stefan Voloaga
Cc: Sandhya Singh

 You forwarded this message on 8/25/2020 1:31 PM.

 Reply  Reply All  Forward

8/24/2020

Hello Radu,
I took over completely your request (cut & paste below) and apologies for the back & forth.

Here are the answers to your questions.

As an introduction, when users create their itsme account, they must hold a valid eID. eID validity is either checked when they use an eID card reader and validity date is stored with their itsme account or checked by banks (called IDR) but not always communicated to itsme. This allows to create users' digital identity. Once this identity has been created and verified via the eID or IDR's, their identity is independent from their eID i.e. it is not because your eID card has expired that you lose your digital identity.

As mentioned in our technical documentation, validity_to field is therefore not always present (i.e. enrollment performed through some IDR's).

Some partners such as Napoleon Games requiring a not expired eID have put in place controls on the validity_to field.
As itsme is digital identity, it does not proactively prompt for expired cards.

Other partners requiring a valid eID have put processes in place to request users to update their itsme account data should the date be expired or missing.

For the specific case of Phone: +32 [REDACTED]
This itsme account has been created via one of the IDR's and validity_to field was not communicated.
When the update was performed on August 10th via a eID reader, validity_to date was properly updated on this account.

Although several initiatives are ongoing with IDR's, we do not reach yet a 100% success rate on validity_to field.

While ItsMe's adoption rate appears to be growing and it is quite convenient to use, it cannot be made as the only identification/authentication method until all data in their application is current/up-to-date.

ItsMe does not have the capability to replace EPIS verification



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