



TENNESSEE SPORTS GAMING VENDOR KYC PROCESS

I. SWC RULE 1350-01-.08(3)(a)

1. Describe how the Vendor complies with the requirements of SWC Rule 1350-01-.08(3)(a), including, but not limited to, what data sources the Vendor uses and how the Vendor verifies an exact match if data sources list multiple dates of birth.

II. SWC RULE 1350-01-.08(3)(b)

2. Describe how the Vendor complies with the requirements of SWC Rule 1350-01-.08(3)(b), including, but not limited to, how the Vendor verifies that the Player's phone number is associated with the Player, how the Vendor verifies a valid government-issued ID, whether the Vendor has any agreement with government agencies to verify government-issued IDs or passports, how the Vendor verifies biometric identification with a valid government-issued ID, how far back the Vendor looks to verify whether the Player's phone number or device has been found to be associated with fraudulent identity, and what the Vendor looks for related to fraudulent identity.

III. SWC RULE 1350-01-.08(3)(c)

3. Does the Vendor offer manual verification under Rule 1350-01-.08(3)(c)?
 - a) If yes, describe that process, including, but not limited to, what the Vendor does to verify a document is not expired and what the process is to verify whether a document is legitimate.

IV. UPDATES TO KYC INFORMATION

4. What is the process used to reverify a Player if the Player changes information he or she initially submitted to verify KYC?

V. FAILURES AND SUSPICIOUS INFORMATION

5. What kind of report does the Vendor provide to an Operator when KYC verification fails? In particular, does that report include information that patrons have been found to have multiple phone numbers, emails, DOBs, etc.?

VI. GENERAL

6. Is there an industry standard “confidence threshold” for KYC results (i.e., a recommended risk score that is acceptable), and is that score based on any external laws, rules or other standards?

VII. OPERATORS

7. List all Operators for whom the Vendor provides KYC services in Tennessee.