

Why am I being asked to provide this information/proof of ID when trying to withdraw funds?

As an operator of an online casino and sports betting platform, Atlantic Lottery is required to follow federal laws and regulations related to financial transaction reporting and record keeping under the direction of the Financial Transactions and Reports Analysis Centre of Canada (FINTRAC). This federal agency's role is to detect, prevent, and deter money laundering and other illegal financial activities.

Part of this process includes verifying an account holder's identity to ensure they are who they say they are. This is a more detailed verification process than what is required when first creating your alc.ca account. We are also required to re-verify this information every year to make sure it is still accurate and remains compliant with federal law.

Why do I have to provide more information this time?

Most players only have to provide a small amount of information to complete the verification, such as their occupation. Along with the information you provided to create your alc.ca account, this is used to verify your identity.

If the customer-provided data does not fully match the verification check, some players may be required to provide additional information or proof of ID to confirm their identity before they can withdraw funds. This can occur, for example, if you have moved in the past year or if other personal information has changed recently.

What do you do with this information?

Rest assured, this information is treated entirely confidentially, with the protection of player privacy at the forefront. Atlantic Lottery does not retain any copies of documentation provided once the verification process is completed.

Who do I contact if I need support in this process?

Our Customer Service team is standing by to provide any assistance you may require.

- **Email:** info@alc.ca
- **Call:** **1-877-252-3287** (8 am to 11 pm AT)
- **Live Chat:** [Contact Us](#) (8 am to 11 pm AT)

How long will it take to complete the verification process?

For most players, this will only take a few seconds to provide the required information.

For players required to provide additional information and proof of identification, it may take up to two business days to complete approval. We appreciate your patience as this mandatory process is completed.

Can I still play other games while I wait for this re-verification?

Yes, you can play all other games on alc.ca while this process is completed. Only withdrawal of funds requires this extra step, which will be completed as quickly as possible once the required information has been provided.

For more details, please review our [Privacy Policy](#).

What is FINTRAC?

The Financial Transactions and Reports Analysis Centre of Canada (FINTRAC) is an agency of the Government of Canada. Its role is to detect, prevent, and deter money laundering and other illegal financial activities under the Proceeds of Crime (Money Laundering) and Terrorist Financing Act (PCMLTFA) and associated regulations. Since Atlantic Lottery operates an online casino, FINTRAC requires us to follow specific rules and practices to prevent such activities.



Are you saying I've committed illegal activity with my account?

No. This re-verification process is part of ensuring our compliance with federal financial laws, which are in place to prevent financial money laundering and other violations. Asking for additional information is only required to confirm the identity of the account holder when the information they provide doesn't completely match the verification check.

