



Frequently Asked Questions

*New to **NioPlay**? Or just need help navigating your next redemption? We've got you covered with everything you need to know – written in plain English, not legal gibberish. **Sweepstakes** participation requires no purchase necessary to enter. Making a purchase on packs of Gold Coins does not increase your chance of winning prizes.*

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Quick Start Guide: Your First 5 Steps at NioPlay



Step 1 – Sign Up (30 Seconds)

- ❖ Hit “**Sign-Up**” on the top right corner.

You'll enter:

- Your **email**
- A **username** and secure **password**
- Read and Agree to our **Terms of Service & Privacy Policy**
- Verify your email address using the link we emailed you
- **(Recommended)** Add a phone number and verify via **OTP** for extra account security

We utilize a premium third-party partner's licensed geolocation service to verify you're playing from a legal state (inclusion zones). You don't need to install anything – it's instant and invisible.



Step 2 – Claim Your Welcome Gifts

Once you're in:

- You'll receive free **Sweeps Coins (SC)** (amount subject to promotional availability)
- Get a bonus on your first **Gold Coin Package** purchase
- Plus a **0.3 SC** every **6 hours** as a login bonus

❖ *How does the 3 SC Welcome Bonus work?*

We offer a **3 SC** welcome bonus after you complete full **KYC** (*identity verification*).

Key rules:

- **Bonus SC** must be used for eligible promotional gameplay only and cannot be withdrawn or exchanged for cash directly under any circumstance.
- **Bonus SC** must be used in a timely and reasonable manner. Accumulating **SC** from multiple promotions or login bonuses without gameplay – then attempting to redeem or mix with new deposits – may be reviewed as promotional abuse.
- **Players** may redeem a maximum of **75 SC** from any free or promotional **SC** rewards. Any **SC** balance above this limit is not eligible for redemption and must be cleared or forfeited. **Bonus SC** is subject to a one-time redemption cap – additional winnings from bonus play are nonredeemable.
- You'll also earn:
- **5 SC** per referral (after your friend completes **KYC** + purchases)
- Any **SC** awarded through the referral system must meet the **75 SC minimum redemption threshold**, and may be subject to additional playthrough if part of a promotional event.

 Abuse of these offers (e.g. multiple accounts, **VPNs**) may result in account restrictions or forfeited **SC** as outlined in our **Sweepstakes Rules**.

Step 3 – [Optional but Highly Recommended] Complete KYC Now, Not Later

KYC stands for **Know Your Customer**. It's a short identity verification process that confirms who you are, that you are above the minimum age requirement, and that you are playing from an eligible **U.S** State.

Before you even deposit or win big, we strongly recommend verifying your account early.

Since full **KYC** is required before your first withdrawal – and players who wait often get frustrated later when payouts get delayed. Verified users get faster redemptions, priority support, and reduced restrictions.

You'll upload:

A government – issued **ID**

A proof of address

A quick selfie (to make sure it's you and not someone using stolen info)

*Tip from veteran players: complete **KYC** on day one and skip the wait when you win*





Step 4 - Play using Sweeps Coins (SC) and Gold Coins (GC)

Games on NioPlay are available in two modes:

- **GC Mode** = Just for fun (Gold Coins)
- **SC Mode** = Promotional play for real prizes

*Toggle between the two on any game page, per game, by tapping the top right corner indicating **SC** or **GC**.*

We recommend you try a mix of:

- **Slot games** (high variance, big bonuses)
- **Fish games** (fun, action-packed)
- **Tournaments** (for leaderboard prizes)

*Every **SC** you receive must be wagered at least once before it becomes eligible for redemption. No exception.*

Once **KYC** is approved, redemptions are processed in **1 – 3 business days** depending on the method.



Step 5 – Redeem Your SC (Once You Hit 75 SC+)

When you've hit **75 SC**, click **Profile** → **Redeem** and choose:

- **Redeem** to Debit Card
- Bank Transfer

Pro Tip: *Push directly to Debit Card is the fastest and most convenient. Bank transfers take a little longer.*

Frequently Asked Questions (FAQ)

1. Can anyone sign up? Mostly, as long as you are:

- **18** years or older
- Physically located in an **eligible U.S. state**

States we **DO NOT** allow (by law):

- Idaho (**ID**)
- Louisiana (**LA**)
- Michigan (**MI**)
- Montana (**MT**)
- Nevada (**NV**)
- New York (**NY**)
- Washington (**WA**)
- Connecticut (**CT**)
- Maryland (**MD**)
- New Jersey (**NJ**)

*Even if you live elsewhere and are just visiting one of these states – you can't play until you return. That's not our rule, that's how **sweepstakes** compliance works.*

2. Can I use a VPN to spoof my location?

Absolutely not, period.

If we detect **VPN** or proxy usage:

- Your session is blocked
- You may be flagged for fraud review
- You risk forfeiting all **SC** balance and account closure

*You agree not to access the platform from a restricted jurisdiction even via **VPN** or proxy, as this violates our **Terms of Service** and **sweepstakes laws**.*

3. Can I create more than one account?

Another hard no. We strictly enforce a one account per person policy in order to prevent bonus abuse, to comply with **sweepstakes laws**, and to keep player odds fair.

If you forgot your password or lost access, just reset or contact support at support@nioplay.net – don't create a second account.

4. What are Gold Coins & Sweeps Coins?

CURRENCY	USE CASE	CAN YOU WIN PRIZES?	HOW YOU GET IT
Gold Coins	Fun/Casual Play	No	Login Bonuses, Purchase
Sweeps Coins	Promo-based Play	Yes	Bonus w/ GC purchase, AMOE methods.

GC = fun money

SC = **sweepstakes** entries that turn into real rewards if played

5. What kind of games can I play?

Over 1,100 games from top-tier providers •

- Featuring:
- Slots (classic, jackpot, megaways)
- Crash games (timing-based, high risk/reward)
- Fish games (aim & shoot for payout multipliers)
- Tournaments & Leaderboards

*Every game supports **GC** and **SC** modes. Choose based on whether you're playing for fun or playing to win. **SC cannot be purchased directly, and have no cash value until they are played in sweepstakes games and redeemed under our **promotional rules**.***

6. Purchases & Bonuses

How do I buy Gold Coins and get SC?

Head to the Store in the left side Menu or tap the Shopping Bag on the top right corner.

Choose your **Gold Coins package**

Pay with:

- Visa / Mastercard
- Apple Pay
- Google Pay
- Bank Transfer
- PayPal
- Chime

SC is added as a **free bonus** alongside your **GC** purchase

SC (Sweeps Coins) have no cash value and are only redeemable after meeting eligibility and playthrough requirements, per our official sweepstakes rules.

"No purchase necessary to obtain or use **SC**. See **[Sweepstakes Rules]** for alternate entry methods."

SC awarded during promotions may be subject to additional terms, including minimum redemption thresholds or playthrough requirements. All Sweeps Coins (SC), including bonuses, daily SC or referral SC, have no cash value until used for gameplay and successfully redeemed under sweepstakes rules. SC are not sold and cannot be refunded.

Example: Buy **25,000 GC** and receive **50SC** free as a promotional bonus (Subject to promotional changes).

7. What if my payment doesn't go through?

It could be:

- Your bank blocked a gaming-related charge
- Your billing info didn't match
- You're on **VPN**
- **3DS** verification (pop-up verification from your bank) failed Try:
- Switching to an alternate method of payment. **I.E Apple Pay.**
- Using Bank Transfer (highest success rate)
- Contacting support@nioplay.net for manual payment help

All transactions are final and non-refundable once processed, as SC are awarded as free promotional bonuses and not sold directly.

8. What's the daily bonus?

- **0.3 SC** daily just for logging in
- Bonus resets every **6hr**
- You must click **"Claim"** on the pop-up prompt.
- The login bonus will reset after you click **"Claim"** until your next eligibility (**6hr**).
Login bonus does not stack automatically and must be claimed manually.

9. Redemptions & Withdrawals

75 SC minimum required for redemption. Each **SC** must be wagered at least once.

- 1) Go to **Profile** → **Redeem**
- 2) Input **Amount**
- 3) Choose your payout method
- 4) Wait **1 – 3** business days

Q: How do I redeem my prizes?

A: After meeting all promotional requirements, you can submit a redemption request. Redemptions are processed within **1 – 3 business days**, following successful identity verification. Please review our **Terms & Conditions** for full details.

Q: Can I combine bonus SC with regular purchases to redeem faster?

A: **No.** Bonus **SC** must be fully played through before any additional **SC** purchases can be used to meet the redemption threshold. Attempting to use regular **SC** to finish a playthrough for unused bonus **SC** may result in delays or denial.

Q: Can I stack multiple promotions or daily bonuses to save up for a bigger redemption later?

A: **No.** Players are expected to use bonus **SC** within a reasonable time during or shortly after the promotional window. Holding multiple unplayed bonuses across sessions to trigger a large redemption is not allowed and may be flagged as abuse.

Q: What happens if I try to top up my SC after a promo to hit 100 SC?

A: Your redemption will be reviewed. If the system detects that promo SC wasn't fully played before the top-up, we may delay or deny the request. We treat bonus SC and regular SC separately when evaluating redemption eligibility.

Q: How long do I have to use my Daily Bonus SC?

A: Daily Bonus SC must be used within 72 hours of being issued. Unused bonus SC may expire or be flagged for review. Bonus SC is not intended for long-term stockpiling.

Q: Why was my redemption delayed or denied?

A: Redemptions may be delayed or denied if identity verification fails, if promotional conditions were not met, or if suspicious activity is detected. Please contact support for assistance.

Q: Can I stockpile bonus SC from daily logins or promotions and redeem it all later?

A: No. Players are expected to use bonus SC during the promotional window or reasonably soon after it is issued. Stacking multiple bonuses without gameplay to bypass wagering rules may result in redemption review, delays, or forfeiture. This is to maintain fair promotional use and prevent abuse.

Q: Do I need to agree to the Terms & Conditions when I register?

A: Yes. When creating an account or redeeming prizes, players must agree to the updated Terms & Conditions and FAQ. We recommend reading these carefully to understand all promotional rules.

Q: How are bonus Sweeps Coins (SC) treated?


A: Bonus SC includes any promotional value or matched funds added on top of purchases. These are considered bonus funds and may have redemption conditions, limits, or restrictions. Promotional SC includes, but is not limited to Daily bonus SC, Referral SC, Welcome bonuses, Event bonuses and Matched Purchase promotion. Please review our Terms & Conditions for full details

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Q: Why is the minimum redemption now 75 SC?

A: *We've updated our redemption policy to a **75 SC** minimum to keep redemptions fast, fair, and more rewarding for everyone.*

- This change allows us to:
- Process redemptions faster with fewer delays
- Offer **bigger prizes** and **better sales on packages** more often
- Prevent abuse of free or bonus-only redemptions
- Focus on supporting players who engage fairly and consistently
- We'll be running **more frequent promotions** and **better value packages** to help players reach **75 SC** faster.

 **Reminder:** *Some bonuses may still have their own special redemption terms. Always check your offer details!*

Q: Do promotional SC offers follow the same redemption rules?

A: *Not always. Some limited-time promotions may include bonus **SC** and require a **higher SC balance before redemption** (e.g. **75 SC** or **100 SC**). Each promo will clearly list its own redemption requirements – so always check the offer details before purchasing.*

NioPlay may occasionally run special promotions or themed sales that feature different redemption thresholds, playthrough requirements, or eligibility conditions. These promotional terms will always be clearly displayed in the promotion banner, pop-up, or linked terms. By participating in any promotion, you agree to that promotion's specific rules, which may include:

- A minimum redemption requirement higher than the standard **100 SC** (e.g., **150 SC** or **200 SC**)
- A bonus playthrough requirement of **1x, 2x, 3x, or 4x+** on promotional **SC**
- A requirement to purchase multiple packages (e.g., **2x or 3x** purchases) to unlock the full offer
- A restriction that only **SC** earned through promotional play is eligible for redemption under that offer Unless otherwise specified, all **Sweeps Coins (SC)** including those awarded in promotions must be wagered at least once before redemption.

Unless otherwise stated, the standard minimum redemption threshold is 100 SC. Some promotional offers may feature a higher minimum (e.g., **150 SC** or **200 SC**) depending on their specific rules.

Stacking & Eligibility Restrictions:

Promotion Rules & Restrictions

All promotional Sweeps Coin (SC) offers are subject to unique redemption thresholds, playthrough multipliers/conditions, and eligibility rules/restrictions as stated and outlined in each offer or in their respective terms. Participation in any promotion implies full acceptance of that promotion's conditions.

Participation in any promotion implies full agreement with the stated terms, including:

- Promotions cannot be stacked or combined unless explicitly stated.
- Players may not engage in a new promotional offer until the previous one is fully completed, including all playthrough requirements and redemption cooldown windows."
- If you receive any bonus SC on your first purchase (daily, seasonal, or matched), that purchase still counts as your first – and cannot be exchanged for another.
- Only one bonus applies per purchase.
- Playthrough must be fully completed before becoming eligible for new promotions.
- Additional purchases made before completing the current promo may not qualify for future bonuses.
- All SC (bonus + base) are treated as a combined balance during gameplay.
- Redemption requests made before full playthrough completion may be denied or delayed.

✦ ***Requests to separate balances after play has started will not be honored.***

A player's first qualifying purchase automatically counts toward the **First-Time** Buyer bonus, regardless of play activity. If a player receives a daily, seasonal, or special promo bonus on their first purchase, that purchase still counts as their first – and cannot be replaced or retroactively exchanged for a different first-time bonus. Players must fully complete all playthrough requirements for any promotional bonus before qualifying for new offers. Additional purchases made before completing the active promo may not be eligible for future bonuses. Promotional SC and real SC are treated as a combined balance during gameplay. Requests to retroactively separate these balances will not be honored. Only one bonus applies per purchase. First purchase bonuses cannot be delayed or exchanged. ***Complete your bonus playthrough before claiming new promotions.***

Standard vs. Promotional Redemption Minimums:

The **standard minimum redemption requirement** is **75 SC** for regular gameplay. However, **certain promotions may increase this threshold** (e.g., **100 SC**, **150 SC**, or **200 SC**) based on the offer. These special requirements will always be clearly stated in the promotion terms, banner, or pop-up.

By participating in a promotional offer, you **agree** to that offer's specific redemption rules and playthrough conditions.

Redemption requests involving recent **SC** purchases made within **24 hours** of a prior promotional offer may be subject to additional review and cooldown delays.

*Your account must be **KYC-verified** before **withdrawal**. We legally can't process redemptions without this step. Deliberate circumvention of redemption rules (e.g., attempting to redeem **SC** without gameplay) may result in review or forfeiture as outlined in Section 9 of our **TOS**.*

10. What's the fastest way to get paid?

Method	Avg. Time	Notes
Debit Card	1 – 3 biz days	High approval success and most popular
Bank Transfer	3 – 5 biz days	Best for large withdrawals

*Redemption methods may require matching names on **KYC** and **Payment**.*

11. KYC (Identity Verification)

Why do I need to verify my identity?

Because:

- It's required by **U.S. Sweepstakes law**
- It protects your account from being stolen
- It prevents fraud, chargebacks, and account duplication
- It helps us process payouts faster by validating the prize belongs to you

What documents are required?

- Photo **ID** (Driver's license, passport)
 - Proof of address (Utility bill, bank letter, etc.)
 - Selfie to match **ID**
-

What if I fail KYC?

You'll receive a prompt explaining why. Common reasons why you failed could be because of **blurry photos, expired ID, mismatched name/address, or false/altered documents.**

You'll have a chance to re-submit and a link will be provided to submit further documentations.

12. Referrals & VIPs

How do I invite friends and earn SC?

- Share your referral link by generating a link via **Refer A Friend** tab.
- Friend signs up + completes a purchase
- You get **5 SC**
- Max: **200 SC** per user

Referral abuse, including creating fake users to self-refer, may result in forfeiture of referral rewards and account sanctions.

Is there a VIP program?

Yes – but it's currently **invite-only** after a **30 days** period. **VIPs** are selected based on:

- Spending history
- Consistent activity
- Zero fraud flags
- Verified status

VIP benefits include:

- Priority withdrawals
- Custom offers
- Private tournaments
- Dedicated personal support access

13. Responsible Gaming

Can I set limits or take a break?

Yes, players can set deposit limits, session time limits, temporary cooldowns, permanent self exclusion:

Visit Account → **Responsible Gaming**

Responsible Gaming Resources

If you or someone you know is struggling with gambling, help is available:

- **National Problem Gambling Helpline:** **1-800-GAMBLER (1-800-426-2537)**
- Confidential support available **24/7** via phone, text (**800GAM**), or chat at www.1800gamblerchat.org.
- **National Council on Problem Gambling:** www.ncpgambling.org
- Offers educational materials, self-assessment tools, and treatment resources.
- **Responsible Play:** www.responsibleplay.org
- Provides tips and strategies to maintain healthy gambling habits.
- **SAMHSA's National Helpline:** **1-800-662-HELP (4357)**
- **Free**, confidential assistance for mental and substance use disorders, including gambling addiction.

Our goal is entertainment, not obsession. If it stops being fun, we're here to help you pause.

14. Support

How do I reach support?

- Live Chat: **24/7** via our live chat function in the left side menu
- If Live Chat is unavailable, email support@nioplay.net with your username and issue summary.
- Avg. response time: Under **10 minutes**

15. Legal & Free Entry (AMOE)

Is Nioplay legal?

Yes — **NioPlay** operates as a **sweepstakes** promotional platform, not a gambling site. Key reasons are because No Purchase is Necessary to Enter, **SC** are earned, not purchased, and you can play for free using mail-in entries (**AMOE**)

How do I play without making a purchase (AMOE)?

Handwrite your:

- Full name as shown on your government issued **ID**
- The return/residential address registered to your **Nioplay Account**.
- The email address registered to your **Nioplay Account**.
- Nioplay username
- Statement requesting "I wish to receive **Sweeps Coins** to participate in the sweepstakes promotions offered by **Nioplay**. By submitting this request, I hereby declare that I have read, **understood** and **agree** to be bound by **Nioplay's Terms and Conditions** and **Sweepstakes Rule**."

Mail to:

NIOPLAY SWEEPSTAKES DEPARTMENT
15030 Goldenwest Circle, Suite 10957 Westminster, CA 92685

*Each outer envelope can contain only one **Request Letter**. For each **Request Letter** submitted as per the requirements, the Participant will receive 1 **Sweeps Coins** added to their **Customer Account**. Participants should ensure their handwriting is legible, as illegible entries will be voided, and **Sweeps Coins** will not be added to their Account. Legibility will be assessed by the Nioplay at our discretion. Limit: **One AMOE** request per person per day. Duplicate entries or bulk submissions will be rejected. Please allow **5 – 7 business days** after receipt for **SC** to be added to your account.*

Gameplay may be habit-forming. Please play responsibly.

For further support, please email us at support@nioplay.net.