

Timestamps for the Player: Ben ABC

2016-09-01: Player signs up on Natural8 (nickname: BetFlanders, email: not provided to GGNetwork, personal info: not provided to GGNetwork).

*Software provider GGNetwork does not have access to players' personal information on its Licensee Operators

2016-09-03: Security team warns player for bumhunting and predatory behavior.

2016-09-06: Security team bans the account permanently due to predatory behavior and demands the player not to return again to the entire GGNetwork, and explains that if he does so, his funds will be seized.

2016-09-06: Security collects personal information and documents from the player and informs Natural8 of the decision.

2016-09-06: Natural8 cashes out the entire balance to the player.

2019-01-30: Player signs up on BestPoker (nickname: TheViolence, email: not provided, personal info: not provided, different IP/MacAddress)

2020-03-08: Player signs up on BetKings (nickname: elBernado, email: not provided, personal info: not provided, different IP/MacAddress).

2020-05-11: Player signs up on GGPoker (nickname: Ben ABC, email: t_dXXX@XXX, personal info: not yet verified, different IP/MacAddress).

2020-05-11: Player receives \$17,047 through his affiliate A.

2020-05-15: Player receives P2P transfer \$12,500 from player B.

2020-05-18: Player receives \$20,000 through his affiliate A.

2020-06-09: Security team goes through the process of changing the nickname to Real Name for the player. Security requests personal information and documents.

2020-06-09: Security team blocks the player for trespassing on the site after being banned permanently.

2020-06-26: Security team completes the investigation and confiscates funds (\$159,766.49).

2020-07-03: Security team decides to return the players' P2P transferred funds (\$49,547.00) as a gesture of good will.

2020-07-06: Security re-distributes confiscated funds (\$112,241.09) to players affected

Security Team's general statement

We acknowledge that this case became complicated as the player signed up on multiple skins, where the GGNetwork security team does not have access to personal information including email addresses. Therefore, our security detection was limited to IPs and Mac Addresses when it comes to detecting trespassers. We will enhance our system so that we can request email addresses and personal information from our Licensee Operators.

We also acknowledge that our P2P transfer was too easy for the players. We have already removed P2P transfer for our UK customers and will be placing a strict KYC verification process and limits for all future P2P transfer.

We have already shown our good will with a gesture to the player by returning the funds he has received from his friends. All of his winnings have been re-distributed to the affected players.

We would like to apologize for the concerns that were brought up by this incident and will make sure that our security measures are more tight.

Addressing other concerns from the community

Q. Does GGPoker Network ban winning players?

GGPoker has not and does not ban players for winning. We have only banned players who have violated our Terms of Service agreement by cheating, bumhunting, colluding, or acting in a way we deem to be predatory. GGPoker maintains a healthy poker ecosystem and works to provide a safe and fair playing environment for all players.

Q. Does GGPoker Network confiscate player funds?

GGPoker Network confiscates funds only on these three occasions

1. Usage of bots, real-time solvers / advanced charts during gameplay, and malicious software circumvention to gain advantage over others

2. Ignoring a permanent ban notice and trespassing
3. Repeated cheating and violation of our terms and conditions

Q. How does GGPoker Network define bumhunting?

We consider both direct and indirect bumhunting. Direct bumhunting is defined as joining a table once the mark has joined and leaving shortly after the mark has left, even though the table has not broken. Indirect bumhunting is defined as refusing to give action to certain players while giving action to others.