

Important Information for US Players

May 20th Update: All new or updated questions and answers have been highlighted.

Further updates will be posted here when they become available.

My Account Status

As a US resident, can I play at Full Tilt Poker?

Full Tilt Poker is unable to accept 'Real Money' play from customers residing in the United States.

If I move outside the United States, can I play at Full Tilt Poker?

Yes. You will be required to provide sufficient proof of relocation, including your photo identification, a bank statement and a utility bill.

Once these are provided, you will be able to access your existing account and balance.

I am a US resident but am travelling overseas. Can I play at Full Tilt Poker while outside the US?

No. US residents are not permitted to play for real money at Full Tilt Poker.

Can I play at Full Tilt Poker through a VPN or similar workaround?

No. Players caught doing so are subject to having their account closed and funds forfeited.

Can I still play for play money?

Yes. You can still play at play money tables at Full Tilt Poker.com. However, you cannot enter any Freerolls.

Any new US players who wish to play for play money can open an account at Full Tilt Poker.net.

My Account Balance

When will I be able to withdraw my account balance?

Here's the official statement about where we currently stand on US withdrawals:

Since April 15th and the days immediately following, Full Tilt Poker faced numerous challenges and hurdles to ensuring the smooth operation of its international business and the orderly return of US player funds. FTP has worked tirelessly to address these issues and has made significant progress on both fronts. FTP's international business operations are returning to normal while we focus on ensuring the safe and orderly return of US player funds. We are absolutely committed to making sure that US players are refunded as soon as possible. We apologize for the delay and the fact that we underestimated the time it would take to work through these issues. We will update our US players when we have more specific information to provide.

Can I transfer my funds to another player outside of the US and have them withdraw it for me?

No, player transfers by US players are no longer permitted.

UPDATED: What will happen to my withdrawals that have already been requested?

All withdrawals that were never received (or checks that were received but couldn't be deposited) will be placed back into your Full Tilt account. Please note this process is still ongoing.

Tickets, Bonuses and Promotions

UPDATED: What will happen to my Ring Game Tickets, Tournament Tickets and T\$?

Ring Game Tickets will be converted to real money on a \$1-to-\$1 basis, based on each ticket's current value. This includes any Ring Game Tickets that expired after Friday, April 15th.

Tournament Tickets will be converted to real money on a \$1-to-\$1 basis.

Any tickets purchased after Friday, April 15th, will be refunded in the currency they were purchased in.

Tournament Dollars will be converted to real money on a \$1-to-\$1 basis.

The conversion of all Ring Game Tickets, Tournament Tickets and Tournament Dollars will be completed by Sunday, May 22nd.

What about my unclaimed bonuses?

Any purchased bonuses will have the unclaimed portion of the bonus refunded in the currency in which they were purchased.

UPDATED: How will my Black Card and Iron Man statuses be affected?

Your Black Card status (including your 100-day rolling average) and your Iron Man 'continuing months' will be maintained as of Friday, April 15th, should you be able to return to Full Tilt Poker in the future.

Your progress towards the Iron Man Mid-Year Bonus will also be maintained.

What happens to my unused Iron Man Freeroll tickets?

Any unused tickets will be exchanged for medals at the same rate you would receive using the "Ticket Exchange".

What are you doing for my Iron Man Status in April?

Iron Man medals for April have been distributed out based on your play from April 1st through April 15th.

For example, if you played 10 of the 15 days, it will count as playing 20 days at that level.

If you earned at least one point per day from April 1st through April 15th, you'll also receive 15 medals for the One-A-Day promotion.

What will happen to my Full Tilt Points, Iron Man medals and Academy credits?

All Iron Man medals will be converted to Full Tilt Points, at a rate of 50 Full Tilt Points per medal.

All Academy credits will be converted to Full Tilt Points, at a rate of 1 Full Tilt Point per credit.

We will be opening up the FTP Store to US players again. All of the details haven't been worked out yet, but this is how you will be able to use your points. It's expected that everything in the store will be available for purchase except for bonuses and tickets. We will be sure to keep everyone updated when we know more, including when the store will re-open.

When will I receive my Take 2 promotion money?

All Take 2 payments have been credited to your account.

If you qualified for three to six days of Take 2, you'll receive \$5. If you qualified for seven or more days, you'll receive \$25.

Will I receive my FTOPS Satellite Challenge money?

Yes, all Satellite Challenge winners have been paid.

Store Items

UPDATED: What happens to any items I ordered from your store?

If the item has already shipped, then you should expect it to arrive shortly.

If the item has not shipped, the order has been cancelled and you have received a refund. This was completed in the week ending Sunday, May 22nd.

Please contact customerservice@fulltiltstore.com if you are unsure on the status of your order.

UPDATED: What happens to my tickets I ordered after Friday, April 15th?

All tickets purchased after Friday, April 15th have been refunded in the currency in which they were purchased.

Can I use my Full Tilt Points to make a purchase in the store?

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Visitors to the US**I am a non-US resident but am visiting the US. Can I play at Full Tilt Poker while there?**

No. Real-money play in the US is not permitted.

How to Help**How can I help bring online poker back to the United States?**

We'd recommend joining the Poker Players Alliance (PPA).

The PPA is a grassroots advocacy group for poker players based in the U.S., with more than one million members nationwide. Their mission is to establish favorable laws so that poker players are free to enjoy the game in a safe and regulated environment. Joining the PPA is just one way to help ensure that online poker returns to the U.S. Learn more at www.theppa.org.

Please contact faq@fulltiltpoker.com with any other question or concerns.
Thank you for your patience and understanding as we work through these issues.