

# Important Information for US Players

May 5th 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.

### **UPDATED: 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

## **UPDATED: When will I be able to withdraw my account balance?**

Full Tilt Poker is diligently working on facilitating the withdrawal of funds for US Players - this is our top priority. We are sorry for the delay and will update you with any progress made by Sunday, May 15th.

## **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.

## **What will happen to my withdrawals that have already been requested?**

We are diligently working to determine the status of any unprocessed withdrawals. Once confirmed we will return the funds to your Full Tilt account balance and contact you.

## **Tickets, Bonuses and Promotions**

### **UPDATED: What will happen to my Ring Game Tickets, Tournament Tickets and TS?**

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.

### **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.

### **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.

### **UPDATED: 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”.

### **UPDATED: What are you doing for my Iron Man Status in April?**

Iron Man medals for April will be paid 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.

### **UPDATED: 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.

Details on Full Tilt Points will be announced at a later date.

### **UPDATED: When will I receive my Take 2 promotion money?**

All Take 2 payments will be 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.

### **UPDATED: Will I receive my FTOPS Satellite Challenge money?**

Yes, all Satellite Challenge winners will be paid.

## **Store Items**

### **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, then it has been placed on hold. Should we be unable to fulfill your order the FTPs will be refunded to your account.

Please contact [customerservice@fulltiltstore.com](mailto:customerservice@fulltiltstore.com) if you are unsure on the status of your order.

## **What happens to my tickets I ordered after Friday, April 15th?**

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

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

Not at present.

## **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](http://www.theppa.org).

Please contact [faq@fulltiltpoker.com](mailto:faq@fulltiltpoker.com) with any other question or concerns.

Thank you for your patience and understanding as we work through these issues.