



## United States Players: Frequently Asked Questions

### General:

#### Why can I no longer play on PokerStars?

For an explanation of this issue, please review our statement at:

[PokerStars statement on the blocking of players from the United States \(http://www.pokerstars.com/usaplayers/\)](http://www.pokerstars.com/usaplayers/)

#### Why did you change your email address and website URL?

For a brief time, access to the PokerStars.com domain was blocked, so the PokerStars.eu domain was used. Access to the PokerStars.com domain has now been restored, so you can continue to use the [support@pokerstars.com](mailto:support@pokerstars.com) email address (and all other @pokerstars.com email addresses) as well as the <http://www.pokerstars.com> website.

If you received a bounced email from an @pokerstars.com email address, please re-send it.

### My account:

#### What will happen to my account balance?

Your account balance is completely safe. You will be allowed to cash out your balance.

PokerStars has reached an agreement with the US Department of Justice that will allow players to cash out as soon as a suitable processor is found. This publically available agreement includes assurances from the DOJ that player cashouts can be processed safely. Cashouts for US residents are expected to be available within several weeks.

The Cash Out option in the PokerStars Cashier will temporarily be unavailable, to allow us to prepare the technical solutions and formulate the plan and processes required to allow you to cash out your balance. We will notify all US players as soon as the cashier is available to allow you to proceed to cash out.

Providing you with the facility to cash out is our top priority right now, and hopefully all US players will be able to cash out via the PokerStars Cashier in the near future.

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

These cashouts will be reversed and refunded to your account to allow you to Cash Out properly in the near future.

#### Can I transfer my funds to another player?

US residents will not be able to send or receive transfers.

#### What will happen to my tournament tickets and T\$?

All pending tournament tickets and T\$ balances will be converted to an appropriate cash value and added to your existing balance. This process may take some time to complete, but we plan to complete all conversions over the next few days. We appreciate your patience.

#### What will happen to my FPPs?

PokerStars is currently reviewing options for redemption of FPPs by US residents. More information will be available in the coming days and weeks.

#### What will happen to real money tournaments that I am currently playing in, or the ones I am already registered in for the future?

All players have been unregistered from future events, and the buy-in amounts (if any) returned to their account.

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## Playing on PokerStars:

### **If I move or I have moved, will I be able to play on PokerStars again?**

In the event that you are no longer living in the United States, and can prove it, you are free to play on our site from your new residence. However, to do so, you will be required to submit proof that you are actually resident in another location to have your privileges reinstated. Acceptable proof consists of copies of photo identification as well as a recent utility bill showing your new physical address. Just an address, without actual proof of residency, will not be sufficient.

Please contact [verifications@pokerstars.com](mailto:verifications@pokerstars.com) to handle this process.

### **Can I use a VPN or IP randomizer to appear as though I am outside the US and still play on PokerStars.com from within the United States?**

No. Real money play is not allowed from within the US under any circumstances. Players who attempt to play for real money from inside the US with the aid of VPNs or other technical workarounds may lose their playing privileges and/or funds in their account.

### **If I do legitimately locate outside of the US and have my location change processed, will my current account balance be available for use immediately?**

Yes, players who relocate outside the US will be able to use their current account balance.

### **If I legitimately relocate outside of the US, will I be able to keep my current VIP Status when my account is reactivated for real money play?**

Yes. In such cases, VIP Statuses and yearly VPP totals as of April 15, 2011 will be reinstated.

### **May I play if I ordinarily live outside the United States, but I am visiting the United States?**

It is not permitted to play for real money while in the United States under any circumstances. Even if you are simply visiting, you may not play on PokerStars while you are there.

### **May I play if I ordinarily live in the United States, but I am travelling outside of the United States?**

Currently, all accounts registered to a United States address are blocked from real money play. To remove this block, you must physically reside at a new location outside of the United States on a permanent basis, and be able to prove that you are doing so. This would not be possible to do simply during a visit to another state or country. As such, you are not permitted to play even when travelling outside the United States if you are regularly a resident there.

### **Can I still play in PokerStars live events?**

You are still welcome to play in the PCA or any of our live poker tours. Unfortunately, you will not be able to deposit money to buy in directly to these events through PokerStars (except with funds that you now have on PokerStars but have not cashed out), but you can use the remaining balance in your account to register in our live events.

### **Can I still play for play money?**

Yes, players from the United States are free to continue to play for play money on either our .com or our .net site. However, United States players may not participate in freeroll tournaments which have real money prizes.

### **I am from the United States would like to play for play money on PokerStars, but I don't have an account. I don't see any way I can open one on PokerStars.com.**

Players from the United States can still open accounts on our play-money-only site, [PokerStars.net](http://www.pokerstars.net). Your account will be valid for play money only. To download the [PokerStars.net](http://www.pokerstars.net) software, please visit <http://www.pokerstars.net>.

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## Live Events:

### **Are PokerStars sponsored live events such as EPT San Remo and EPT Monte Carlo proceeding as planned?**

Yes, these events are planned to be played as scheduled.

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**Will US residents who qualified online or earned their packages through the VIP program still be able to play in upcoming EPT events?**

Yes, US residents are eligible to play in all PokerStars sponsored live events. Tournament packages and buy-ins won or otherwise earned on PokerStars will be honored.

**Can US residents still buy in to PokerStars sponsored live events such as EPT San Remo and EPT Monte Carlo using remaining balance in their PokerStars account?**

Yes. Email [registrations@pokerstars.com](mailto:registrations@pokerstars.com) to register.

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**Contact Support:**

You can contact support by emailing [support@pokerstars.com](mailto:support@pokerstars.com).