

# Membership Requirements & Customer Services

## Information for Customers

**Becoming a member** means that you can start to benefit from your play and purchases and is encouraged for all guests. Membership also means more convenience, such as when using our car park and cash desk facilities.

Membership starts with a Bronze card and all you need is one form of photo ID which is not expired:

- NZ Drivers Licence, NZ Firearms Licence, any Passport or the Kiwi Access Card

**Silver & Gold membership upgrades** require more information from customers, allowing access to more facilities and greater benefits. For all membership upgrades, we require:

- A Passport or NZ Firearms Licence, or 2 other forms of ID, such a NZ Drivers Licence and a name-stamped bank card
- Verification of your residential address, via a document issued within the past 6 months utility bill, bank statement, credit card statement, vehicle registration, government issued document
- Your occupation stated

We will ask you to confirm or update your membership account information to ensure it is up to date.

**Electronic Funds Transfers to or from the Casino and transactions (or a series of transactions) totalling \$6,000 or more** require us to ensure we have adequate and up to date customer information. For existing Silver, Gold, Platinum and Black tier members, we may simply require an update to your information held. Other customers may need to provide us with verification of identity, residential address and bank account ownership.



For more information, see our website:  
[christchurchcasino.co.nz/aml](https://christchurchcasino.co.nz/aml)  
For any enquiries, please contact:  
[privacy@christchurchcasino.co.nz](mailto:privacy@christchurchcasino.co.nz)  
or call 03 371 24 53

All customers requesting an electronic funds transfer to or from the Casino will require us to have:

- A Passport or NZ Firearms Licence, or 2 other forms of ID, such a NZ Drivers Licence and a name-stamped bank card
- Verification of your residential address, via a document issued within the past 6 months (*utility bill, bank statement, credit card statement, vehicle registration, government issued document*)
- Your occupation stated
- Verification of bank account ownership (*a copy of a bank document or an image showing your own name and the bank account number. We cannot make any transfers to/from a 'company' or "Trust" account, or any third party*)

Any evidential material for verification of address or bank account ownership can be emailed to:

**[customerservices@christchurchcasino.co.nz](mailto:customerservices@christchurchcasino.co.nz)**

Christchurch Casino is able to hold funds for any customer pending us receiving the necessary information to complete the transaction (such as payment of a win to a bank account).

We may be able to pay some wins in cash, however this remains at our discretion and there is a limit on the size of cash payments we will make. We do not issue any cheques.

Christchurch Casino is classed as a financial institution and we therefore ask all customers to be understanding of requirements and assist us as we aim to deliver you excellent customer service.

