



MNGE MOBILE APP-FAQ

REGISTRATION & ID VERIFICATION

Why does the app ask for my ID and selfie?

To keep your account safe, we compare your selfie to the photo on your government issued ID to make sure it's authentic and that a real person is present (not a photo or video).

How does this protect me?

ID checks help stop someone else from opening or accessing an account in your name, protecting your personal information, payment methods and balances.

Is my ID or photo stored?

Your ID and selfie are captured securely only to verify your identity during sign up. After verification, the app does not store these documents on your device and your information is used only for identification and regulatory purposes. In some cases, the casino may securely store your ID in its player tracking system.

What types of ID can I use?

You will need a valid, non expired U.S. Driver's License or State ID.

What if my ID verification fails?

Most issues are caused by poor lighting, glare or other obstructions blocking view of your face. In the event of such occurrence, reattempt in a space with improved lighting and remove any head wear such as hats, headbands and/or glasses. Hold your ID steadily, restart the app or your device if needed. If it still doesn't work, call 888.748.3731 for help.

Can I use the app as a guest?

Yes. You can download the app and explore in limited guest mode without completing full verification, including visiting the Mobile Play casino lobby.

Do I need a Players Club account before I download the app?

No. You can download the app without a Players Club account. If you are new, we will create a Players Club number for you when you complete the in-app enrollment.

PASSWORD & LOGIN

How do I reset my password?

On the login screen, tap Forgot Password, enter the email address on your account and follow the secure link we send you to create a new password.

WALLET & PAYMENTS

What is CashClub Wallet?

CashClub Wallet is a secure digital wallet that lets you load funds from your bank account, credit or debit card and other supported methods to use within the casino ecosystem.

How do I add money to my Wallet?

You can add funds using credit/debit cards (Visa, MasterCard) or ACH (bank transfer). Some properties may also offer options like Apple Pay or PayPal, depending on availability.

How do I remove a payment method?

In the app, go to Wallet > Manage Wallet > Credit/Debit Cards > Manage Cards and follow the prompts to remove the card or account you no longer want to use.

WALLET & PAYMENTS (CONT.)

I deposited the wrong amount. Can I fix it?

Deposits can't be reversed once they are completed. You may withdraw the extra amount back to your payment method (fees may apply). If you need assistance, contact Wallet Support at 866.386.4650.

I didn't get my verification code by text. What should I do?

Check that your phone number is correct and try again after a few minutes. If you still don't receive a code, reach out to Wallet Support at 866.386.4650.

Why did my Wallet say there was a problem with my information (OFAC)?

If your Wallet fails an OFAC (Office of Foreign Assets Control) check, you will see a message asking you to try again in 72 hours or contact Wallet Support at 866.386.4650 for assistance.

The link in my text message doesn't work.

Please retry the action that generated the link. Sometimes carriers block certain links as spam; trying again usually resolves the issue. If not, contact Wallet Support at 866.386.4650.

Why is my SSN showing as invalid?

If your SSN does not pass verification, there may be an issue with the data on file with the credit bureau. You may need to contact Experian or Wallet Support at 866.386.4650 for further help.

Can I use the same Wallet at other casinos?

Wallets are brand specific. For example, a Wallet for MNGE can be used across MNGE properties, but it cannot be used at a different casino brand.

MOBILE PLAY REAL MONEY GAMING

What is Mobile Play?

Mobile Play is your casino mobile gaming section where players can play real money games, players are also able to manage accounts, Wallet and Wagering Account. It's separate from your CashClub Wallet. To play, you move funds from your Wallet into your Wagering Account.

Does money in my Wagering Account affect my Wallet limits?

No. Moving money between your Wallet and Wagering Account does not affect the transaction limits on your CashClub Wallet.

Does the Wagering Account change how my Wallet works?

No. Your Wallet remains your main funding source; the Wagering Account is where you use those funds for mobile gaming.

I deposited, but my balance shows \$0. What now?

First, confirm that you completed the "Add Funds" transfer into your Wagering Account from the Mobile Play menu. If your balance still looks incorrect, contact Wallet Support at 866.386.4650 with your Player ID, Loyalty Number and a screenshot of the issue.

My credit card deposit failed. What should I do?

Try a different credit or debit card. If it still fails, contact your bank to confirm they allow gaming transactions or use another method such as ACH/E Check. You can also contact Wallet Support at 866.386.4650 for more help.

LOCATION & GEOFENCING

What is a geofence?

A geofence is a specific geographic area where real money mobile wagering is allowed, set by the casino and regulators.

Why am I seeing a message that I'm not in an eligible location (GEO01 or GEO02)?

This means your device is currently outside a permitted gaming area or in a restricted zone where gaming is not allowed.

How do I fix location (geofencing) errors?

Make sure you are physically inside the approved gaming area and that location services are turned on for your device and the app. If you're still having trouble, visit Players Club or call 888.748.3731.

SUPPORT

How do I contact Support?

For wallet related issues, call Wallet Support 866.386.4650. For all other issues, visit Players Club at any of our MNGE properties or call 888.748.3731.