

Visitor, 2023-07-26 00:51:01

IP:184.92.192.117, ID: 86116👍

00:51:01

🗨️ Visitor

Hello. I would like to know what document was being referenced regarding the clarity of the submission

Tara8166

[taramburge@gmail.com](mailto:taramburge@gmail.com)

👤 Jacob

Greetings from Slots Villa.

00:51:37

🗨️ Visitor

8162102028

Hello

👤 Jacob

Please allow 3-5 minutes while I access your account and guide you further.

00:51:48

🗨️ Visitor

Thank you

Dear Tara,  
Thanks for being with Slots Villa!

We received your address proof and see that the address proof shared by you are not visible clearly we request you to share a clearly copy of your address proof for verification.

We need the following KYC documents as a part of our compliance and security:

Address proof: Utility bill (recent bill under your name and address, electricity, water, or Internet), regular bank or credit card statement with the address.

The below-mentioned documents a

👤 Jacob

I appreciate your patience.

00:54:11

🗨️ Visitor

Welcome

Anytime

👤 Jacob

Please share a clear bill statement clearly that the content in the document should be visible clearly.

00:56:14

🗨️ Visitor

Well that's the problem. I believe them to be very clear. They were submitted scanned and as pdf format. Thank you

That is why I would like to know what document is being referenced

Date of document or reference # /ID

Thank you

I am referring to submission from 7/21

 **Jacob**

You need to send the complete and latest 3 months statement with good clarity.

00:58:49

 **Visitor**

I did is what I am saying. I don't understand? Thank you

The document submitted as camscanned.pdf

Is very clear

Submitted on 7/15 & 7/21

Thank you

 **Jacob**

I have forwarded your details to our team as a priority. The person in charge will check the contents and contact you by e-mail with the latest information as soon as possible.

01:01:20

 **Visitor**

Okay

Thank you