

Yesterday, I created a Centrebet account for the sole purpose of having a trundle on the Melb Cup. The website advertised it would provide up to \$200 credit upon account creation. Accordingly, I deposited \$150 - in the expectation, I would receive a \$150 credit "after making my first bet". I had read the Terms & Conditions several times - and noted NT was a valid place to make a bet.

Sadly, after making my first bet, no credit appeared. Indeed after several discussions with the company, it was established the wording of the T&C says the "bonus" is only paid on the first "stake". Which is very unclear - the word is ambiguous and only used ONCE. So, I did not receive the ADVERTISED bonus... so, no big deal, frustrating sure, but I did not LOSE anything.

Then, I tried to close this account. After all, I did not win anything on the cup... betting about \$80-\$100. Certainly, not a "massive" bet for the only time I bet on horses each year - a good Aussie tradition.

I was then informed I MUST provide a MEDICARE number or PASSPORT to withdraw funds from my account!! This was incredulous - I HAD NOT provided these details - so how can Centrebet DEMAND them without breaking the Privacy Act - eg. how on earth do they establish these details without my consent?? Worse, my other options was to provide my Drivers License PLUS the credit card I used to create this account?!?! I was NOT required to provide my drivers license to create my account to begin with - again, HOW could Centrebet demand this information - that they do NOT hold and that I did NOT provide - without breaking the Privacy Act. Let alone the false advertising of a \$200 bonus and their T&C not explicitly making such requirements clear.

The worst part of this whole episode is that I can create an account with an email and a visa number - that is ACCEPTED WITHOUT QUESTION - but I cannot withdraw MY OWN MONEY without much further angst, detail and identification??? If the account required this info from the outset, I WOULD NOT have created it.

This is misleading conduct in the extreme. A company takes my money on one pretense that is no good enough to refund the same money. This establishes any claim from Centrebet to be "protecting against fraud" redundant and dishonest ie. if they are WILLING TO ACCEPT FRAUDULENT MONEY just not allow you to withdraw it!!!