

## FREQUENTLY ASKED QUESTIONS

**Q: What is AK?**

A: AK is an online gambling company offering various forms of entertainment and betting games.

**Q: How do I register an account with AK?**

A: Visit the AK website, click the "Register" button, and fill in the necessary personal information. Ensure all provided information is accurate.

**Q: Can I register multiple AK accounts?**

A: No, multiple account registration is against our terms and conditions.

**Q: What if I didn't receive a verification email or text after registration?**

A: Check your spam folder. If you still haven't received it, contact us via live chat or email.

**Q: Is my personal information safe?**

A: Yes, AK uses advanced security technologies and procedures to protect your information from unauthorized access or disclosure.

**Q: What if I forget my username or password?**

A: Reset your password on the login page. If you forgot your username, contact us via live chat or email.

**Q: Can I gamble anywhere with AK?**

A: This depends on where you are. Some countries or regions may have laws that prohibit or restrict online gambling.

**Q: How do I deposit and withdraw?**

A: AK offers a variety of deposit and withdrawal options. Just log into your AK account and follow the prompts.

**Q: Can I use cryptocurrency for gaming?**

A: No, but you can deposit cryptocurrency to exchange into local currency for gaming and participating in bonus activities on our website.

**Q: Can I use someone else's bank account for transactions?**

A: No, using someone else's bank account for transactions is strictly prohibited.

**Q: As a new user, what activities can I participate in?**

A: As a new user, you're eligible to participate in our welcome bonus activities. Specific promotions may vary, please check our "Promotions" page for the latest offers.

**Q: How do I get promotion codes?**

A: Follow our official social media accounts.

**Q: Can I change my username or password?**

A: You can change your password at any time. However, for security and identity verification reasons, usernames cannot be changed once set.

**Q: What if my bank information is incorrect?**

A: Please provide proof of your identity to change your bank information. contact us via live chat or email.

**Q: How long does it take to change bank information?**

A: After submitting your identity information, you can get the result within 48 business hours.

**Q: What should I do if I encounter problems?**

A: If you encounter any problems, you can contact us via live chat or email. We will help you resolve the issue as soon as possible.

**Q: Why did my withdrawal fail?**

A: Check whether your account has been activated by making a deposit.

**Q: Why was my account frozen or deleted?**

A: If your account is found to be involved in fraudulent activity or in violation of our terms and conditions, it may be frozen or deleted.

**Q: How do I delete my account?**

A: Contact us via live chat or email. Please ensure all balances have been used or withdrawn before proceeding.

**Q: How can I collaborate or work with AK?**

A: Influencers can promote our platform on YouTube or Instagram. Send your proposal via email to [marketing@ak.com](mailto:marketing@ak.com). For job inquiries, send your details to [support@ak.com](mailto:support@ak.com). Please refrain from asking about job opportunities via live chat or sending multiple requests.