

Case Study

iDenfy

CSGOWIN



KYC pass rate

for legitimate signups, with age verification handled at the registration stage



saved every week

by removing manual reviews for cases like duplicates or flagged IDs

A Quick Intro CSGOWIN

CSGOWin is a **CS2 skin gambling** and **iGaming platform** whose users stake Counter-Strike 2 in-game items across skin-native modes like jackpot and case battles, alongside casino-style games such as mines and Plinko.

With a large share of the CS2 player base under 18, the platform needed a reliable way to confirm a user's age before registration. Each step had to be quick and clear, or users would abandon the flow and move to a competitor within seconds.

CSGOWin's monthly deposit volumes passed the one-million mark while its audience stayed young and global. Combined with tightening regulation across iGaming, crypto, and digital assets, lighter onboarding checks were no longer a sustainable approach for the platform.

Simply put, CSGOWin's team looked for something that could reliably confirm a user's **date of birth** without crushing legitimate signups with friction:



“Early on, we leaned toward lighter checks because we were worried about conversion,”

said **Rapunzel**, the CEO of CSGOWin, **who uses this online alias**.

The Challenges

As CSGOWin scaled into a lead position in its sector, bonus abuse cases rose, along with other issues typical to the iGaming sector, such as multi-accounting. Payment partners also began auditing the platform's compliance setup as part of their own onboarding.

CSGOWin found itself needing to align three fields at once: iGaming, crypto, and digital assets. Its next KYC provider had to **support all three** rather than specialize in one.

Before iDenfy, the platform faced four key challenges:

- 01 Age verification obligations.** Confirming date of birth across a young, global player base without damaging signup conversions.
- 02 Bonus abuse and multi-accounting.** Abuse rings farming promo rewards through dozens of accounts, directly hurting marketing ROI.
- 03 Slow, manual IDV reviews.** Flagged documents and duplicate accounts consumed hours of analyst time daily.
- 04 Industry specifics.** Most providers tested were built for fintech rather than iGaming or crypto.

Regulatory rules in iGaming require document-based ID verification, meaning the player has to capture a photo of a government-issued document to prove their age, then pass a second layer with **liveness detection**. Small UX decisions in that flow, such as how much head movement a liveness check demands, directly affect approval rates and drop-offs.



“Bonuses automatically mean that you can get hammered by abuse rings creating dozens of accounts to farm such rewards. Without strong identity binding, you're basically paying CAC for the same handful of bad actors,”

said Rapunzel.

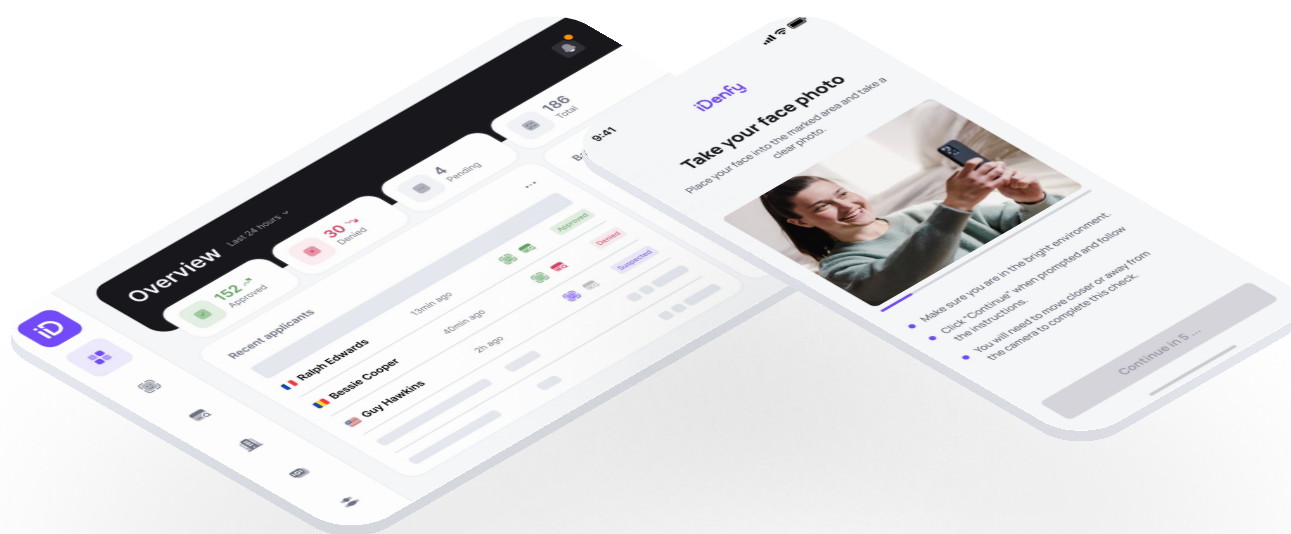
- **Manual player ID reviews** were also slowing down withdrawals, which is one of the fastest ways to lose a player in iGaming.

The Solution

After testing several third-party providers for KYC onboarding, [age verification](#), and [AML screening](#), CSGOWin chose iDenfy and **customized its player onboarding workflow** using three features:

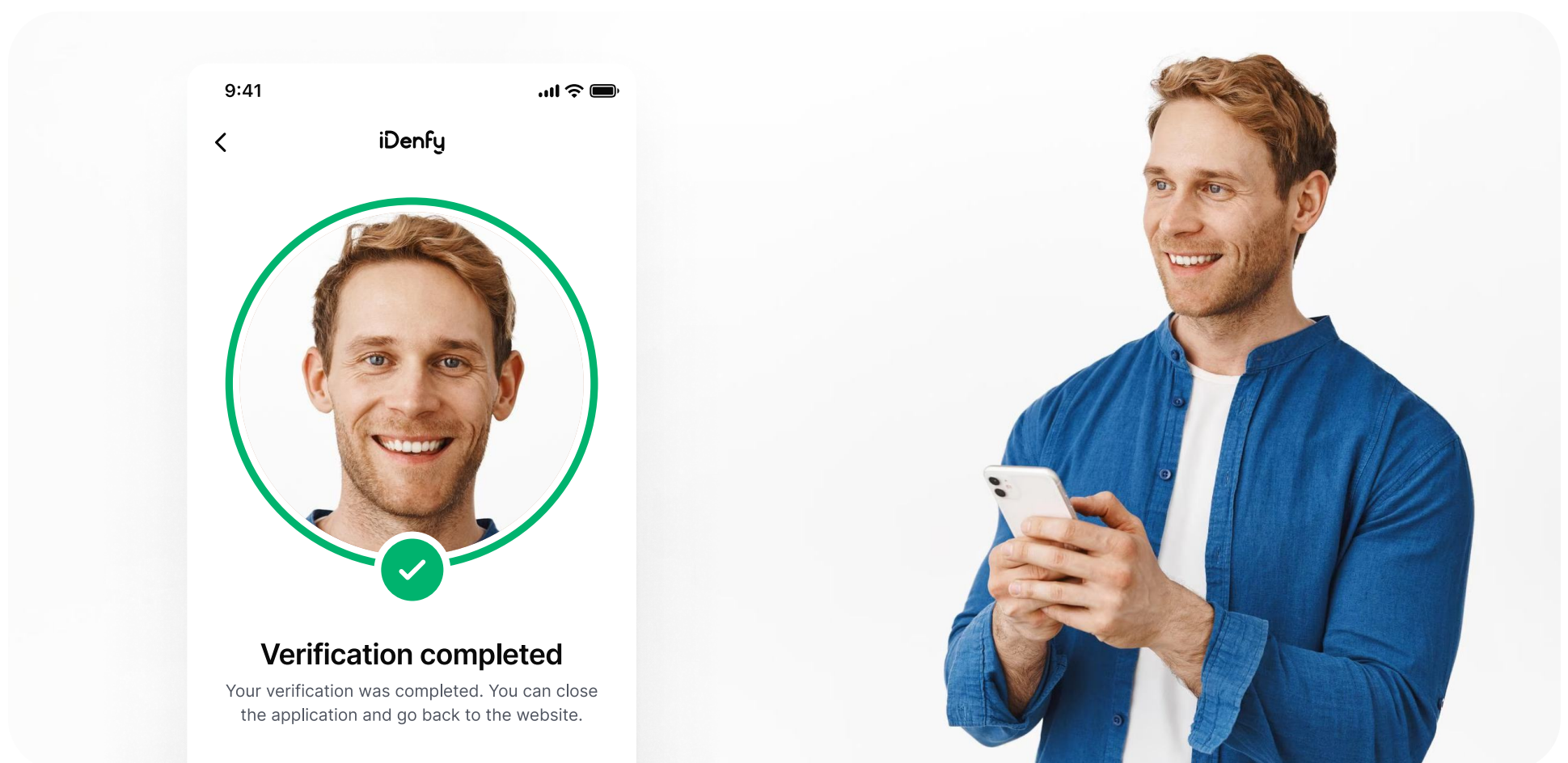
- **Document verification.** The player captures their personal information, including date of birth, confirming they are of legal age to access the platform.
- **Biometric verification.** The user captures a selfie, which the system cross-checks against the photo on the provided document, preventing duplicates, deepfakes, and common bypass attempts used to access bonuses.
- **PEPs and sanctions checks.** User data is screened against global AML databases, with high-risk users flagged automatically and routed into a separate enhanced due diligence workflow.

Rather than front-loading full verification onto every user, CSGOWin triggers ID verification on specific risk events, including deposits or withdrawals above a set threshold and scheduled AML re-checks.



Why iDenfy?

- ✓ KYC and AML checks in one place
- ✓ Age verification technology with liveness detection
- ✓ Customization options and easy iFrame integration
- ✓ Pay-per-approved pricing that suits its volume profile
- ✓ Proven iGaming and crypto experience with recognizable operators
- ✓ A compliance stack payment processors already recognize



“

“Beyond the product itself, iDenfy also gives us strong tooling for the cases where we need to do a more thorough background check on a user, pulling country of residence reliably from the document, flagging anomalies, that kind of thing,”

noted Rapunzel, the CEO of CSGOWin.

The Results

CSGOWin moved from a manual player onboarding process to a fully [automated KYC/AML system](#), with age verification built into the first registration step.

With iDenfy, CSGOWin achieved:

- 01 A KYC **pass rate of 90%+** for legitimate signups.
- 02 An average ID verification completion time of **less than 60 seconds**.
- 03 At least **30% cost reduction** linked to KYC/AML compliance tasks.
- 04 A reduced review queue, **saving 20+ hours of manual work** every week for analysts handling edge or high-risk cases.

Bonus abuse and multi-accounting both dropped noticeably once identity binding moved to the registration stage, and the platform now has an audited compliance stack to present when onboarding new payment partners.



“The payment processor's compliance teams already knew who iDenfy was, so we didn't get the same questions we used to. In our category, where most operators struggle to get banked at all, that recognition has made a real difference in keeping and expanding our fiat on-ramp.”

Rapunzel, the CEO of CSGOWin.