iDenfy

User Age in iGaming KYC

iGaming KYC Age Report (2026)

What's at stake as more European countries raise the legal gambling age to 21+: nearly 1 in 5 EU verifications come from players aged 18 to 20



www.idenfy.com

The report is based on 1.27 million real iGaming KYC sessions

Every figure in this report comes from anonymized identity verifications that iDenfy processed for **51 iGaming operators between November 1, 2025 and November 17, 2026**. The goal of the research was to see how player age shapes the verification process, from who signs up to who drops off or gets flagged, and what a 21+ gambling age would mean for operators.

Age on the ID

The person's age on the day of verification, read from the date of birth on their ID document. This is the ID holder's age, which isn't always the age of the person in front of the camera.

ID-issuing country

The country that issued the ID document. It isn't always the country the person lives or plays in. EU figures cover IDs issued by the 27 EU member states.

Key findings from 1.27 million iGaming KYC sessions

19%

Of EU-ID verifications come from 18- to 20-year-olds

The age group a 21+ law would exclude

2.4x

More 18-year-olds than 19-year-olds

18 is the single most common age at verification (11%)

80%

Approval rate for 18- to 20-year-olds

Of completed checks, the highest of any age group

2.8x

More face mismatches on IDs of people 65+

Compared with IDs of 18- to 20-year-olds

How should you read these statistics?

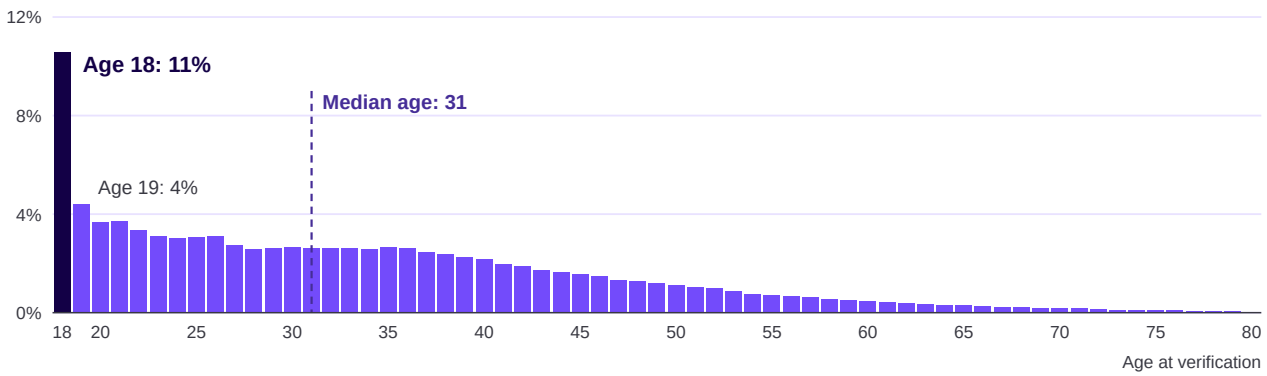
Shares are calculated over verifications with a readable date of birth (**about 65% of all verifications**); most of the rest ended before a document was scanned. Bulgarian IDs make up **73% of EU-ID verifications**, so EU figures lean Bulgarian: without Bulgaria, 17% of EU-ID verifications come from 18- to 20-year-olds. A player who verified more than once is counted each time. Each country's age mix reflects the operators iDenfy works with in that market, and cells with fewer than 10 verifications were removed. Percentages are rounded to whole numbers; multiples are calculated from exact values.

Which countries are moving to a 21+ gambling age?

Belgium raised its minimum gambling age to 21 in 2024, and Lithuania followed in 2025. Latvia's parliament is reviewing a 21+ bill, Romanian lawmakers have advanced one, and Bulgaria has proposals on the table.

18 is the most common age at verification

Share of iGaming identity verifications by age on the ID. The jump at 18 suggests many players sign up for an iGaming account as soon as they're legally allowed to. After 19, the share falls gradually with each year of age.



11%
Of verifications at age 18
2.4 times the share of 19-year-olds (4%)

32%
Of verifications under 25
Young adults are a large share of iGaming sign-ups

31
Median age
Half of all verifications come from players aged 31 or younger

Share of verifications by age group

Under 18	18–20	21–24	25–29	30–34	35–44	45–54	55–64	65+
<1%	**19%**	13%	14%	13%	22%	12%	5%	3%

Why does 18 stand out?

The share of 18- to 20-year-olds held steady at **between 17% and 20% of verifications every month**, so the pattern isn't seasonal. It points to a constant flow of new players reaching the legal age. A 21+ rule wouldn't affect a single group of players once; it would affect every new cohort, every month.

Raising the age limit doesn't make younger players disappear. Overnight, many existing accounts could be locked out, and some of those players will look for a way back in, through shared accounts or account takeover.



Robert Kotov
Head of Partnerships at iDenfy

iDenfy's iGaming tools for a 21+ switch

Age Verification
Reads the date of birth from the ID and flags players under your limit.

18+ or 21+ per market · Age estimation

Find out more →

AML Screening
Screens players against sanctions, PEP lists and adverse media.

At sign-up · Ongoing monitoring

Find out more →

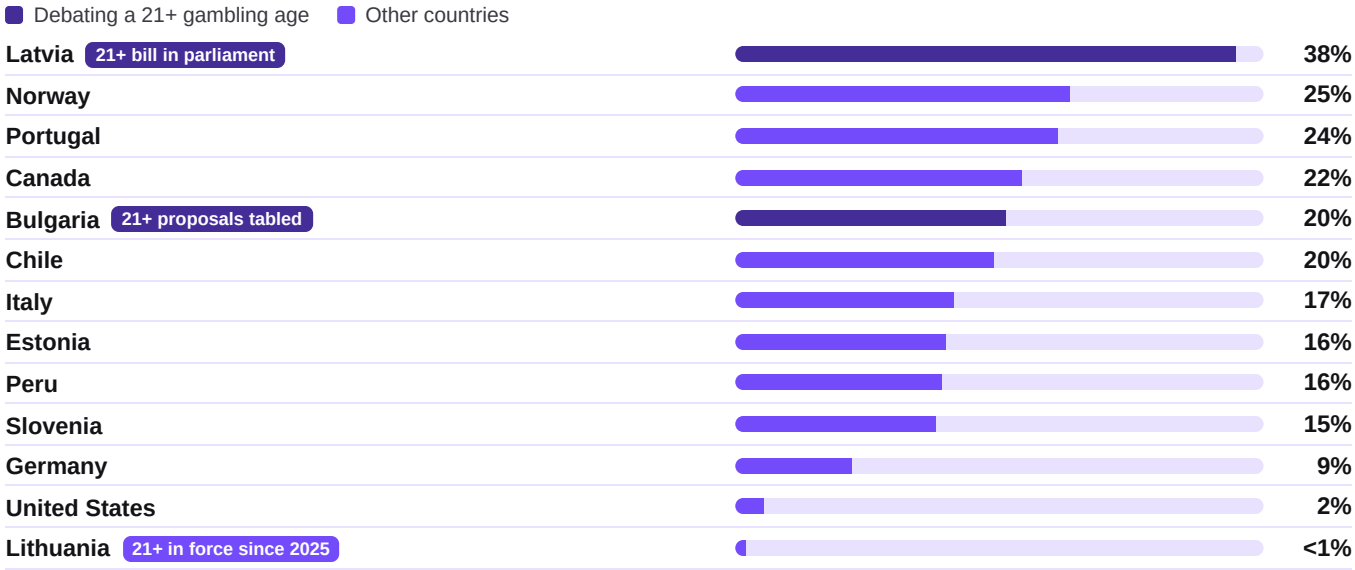
Bank Card Verification
Confirms the card belongs to the verified player, not a relative.

Cardholder match · Under 15 seconds

Find out more →

How a 21+ gambling age requirement in iGaming would affect different jurisdictions

Share of verifications from players aged 18 to 20, by ID-issuing country, for the 13 countries with the largest samples. Across all countries, the figure is 19%.



19%
EU-issued IDs
Share of verifications from 18- to 20-year-olds

17%
EU IDs without Bulgaria
Bulgaria makes up 73% of EU-ID verifications

15%
Non-EU IDs
Including countries where the limit is already 21

What happened in Lithuania?
With 21 as the minimum age for all gambling since 2025, **18- to 20-year-olds make up under 1% of Lithuanian-ID verifications**, and the age mix starts at 21 instead. The United States, where the limit is 21 in most states, shows a similar pattern at 2%.

How big is the affected group?
Latvia's bill would shut out the age group behind **38% of verifications with a Latvian ID**. In Bulgaria, which makes up the largest share of the data, the same group accounts for 20%. Across EU-issued IDs, it's 19%.

About 1 in 560 verifications comes from someone under 18

People under 18 made up a small share of verifications in the period, and most were 16 or 17. The date of birth on the ID document is what gives them away: iDenfy reads it during the check and flags underage applicants automatically.

<1%
Of verifications under 18
About 1 in 560 across all countries

76%
Of under-18 attempts
Came from 16- and 17-year-olds

3%
Of Chilean-ID verifications
The highest under-18 share; under 1% everywhere else

Why does the document matter for underage checks?
Most underage attempts come from players just below the legal age, the same age group that shows the spike at 18. A self-declared birthday is easy to fake. Reading the date of birth from the ID document, and matching the face to it, is what stops these players at sign-up.

Older players struggle more, and their IDs show more signs of misuse

Up to age 34, drop-off and rejection rates barely move. From 45 onward, both climb with every age group. Players aged 65+ abandon **19% of verifications** after scanning their ID, compared with 8% for 18- to 20-year-olds, and 41% of their verifications are repeat attempts.

Verification outcomes by age group

Age group	Abandoned after ID scan	Repeat attempt	Approved	Flagged as suspicious	Rejected
18–20	**8%**	28%	80%	14%	**6%**
21–24	7%	30%	78%	15%	7%
25–29	7%	31%	79%	14%	7%
30–34	8%	32%	79%	14%	7%
35–44	9%	33%	79%	14%	7%
45–54	11%	35%	77%	15%	8%
55–64	14%	38%	74%	16%	10%
65+	**19%**	41%	71%	15%	**14%**

Abandoned and repeat attempt are shares of all verifications where the ID was scanned. Approved, flagged and rejected are shares of completed checks.

Signs of misuse: 18–20 vs. 65+

Signal	18–20	65+
ID shown from a screen	<1%	2%
Face doesn't match the ID	**1%**	**4%**
Fake face (liveness spoof)	<1%	2%
Forged or fake document	2%	3%
Face check inconclusive	1%	4%
Face used before (duplicate identity)	2%	6%
Data mismatch	16%	10%

Shares of completed checks, by age on the ID. One check can carry several signals.

Checks using the ID of someone 65+ fail the face match **2.8 times as often**. Some of this is friction, since older IDs can carry older photos, but signals that rarely happen by accident rise too.

Once the law changes, a player's account can become ineligible overnight, even though they passed all previous checks. The bigger challenge is identifying and re-verifying existing players who no longer meet the legal age requirement, using proper KYC solutions, such as iDenfy.



Domantas Ciulde
CEO of iDenfy

How does this compare with iDenfy's earlier research?

iDenfy's **Identity Threat Index Report**, based on flagged KYC sessions from May to August 2026, found that iGaming had more flagged sessions than any of the 20 industries analyzed. **Duplicate face checks were the most common flag, at 48.5 per 100 flagged iGaming sessions**, the same check that catches locked-out players returning under new details.

What a 21+ rule means for operators

A higher age limit changes more than the sign-up form. The data points to five areas operators should prepare before a new limit takes effect.

01 **Plan for existing accounts, not only new sign-ups**
Players who were fully verified the day before the law takes effect can fall below the new limit overnight. In Latvia, that group is behind 38% of verifications. The date of birth already on file shows which accounts are affected.

02 **Re-check the player at key moments**
Young people trying to get past age checks most often use a close family member's ID. A short selfie at the first withdrawal, a login from a new device or a change of payment method, matched against the face from the original check, confirms the right person is still behind the account.

03 **Catch locked-out players coming back under new details**
Duplicate face checks compare each new sign-up with faces already verified on the platform. Bank card verification flags a card that doesn't belong to the verified player.

04 **Keep age rules consistent across brands**
Operators licensed in several markets often run each brand on its own verification setup. Managing them under one master account, with separate age rules where the law differs, turns a new limit into a single update.

05 **Be precise at the threshold, not stricter for everyone**
18- to 20-year-olds pass verification more smoothly than any other group (80% approval). A higher limit calls for an accurate age read from the document and extra checks near the threshold, while older players, who abandon 19% of checks, need a simpler capture flow.

> **“Whatever age limit regulators set, our job is to make sure operators apply it precisely, without turning away the players who are eligible. The operators who prepare now will turn a regulatory change into a configuration change.”**
>
> Robert Kotov, Head of Partnerships at iDenfy

Get inspired by a success case

iDenfy × CSGOWIN

CSGOWin, a CS2 skin gambling and iGaming platform with a young audience, needed to check player age before registration while stopping bonus abuse and multi-accounting. **With iDenfy, age verification is now built into the first registration step.**

90%+ KYC pass rate for legitimate signups, with age checks at registration	**<60 sec** Average ID verification completion time	**30%** Lower costs linked to KYC/AML compliance tasks	**20+ hrs** Manual review work saved every week

Read the case study →

iDenfy

Prepare your verification flow for a 21+ age limit

iDenfy reads the date of birth from the ID, flags underage players automatically and lets you set age rules per market. Face Authentication, duplicate face checks and Bank Card Verification keep locked-out players from coming back under someone else's details.

End-to-end ID verification platform with built-in AML and KYB tools.

16,000+
Document types supported

200+
Countries covered

40 hours
Saved weekly with automation

4.9 / 5

WINTER 2026 Leader ENTERPRISE

WINTER 2026 Leader MID-MARKET

WINTER 2026 Best Relationship

Explore Identity Verification →

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