



GROUP  
TRUST WORLD

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# Trust World FAQ

**Q: I am not a member of Trust World; can I log in to the website of Trust World and register an account by myself?**

**A: Yes. You may get the Invitation Link from your introducer/sponsor to register an account for yourself or register through your introducer/sponsor.**

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**Q: I haven't activated the Trust World member account; can I develop the team to register a new member?**

**A: No. You must purchase the package before you can recommend or register a new member.**

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**Q: How do I activate my Trust World account?**

**A: You must first bind your Sands Entertainment account in Trust World, then purchase a package to activate your account.**

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**Q: How to get activation points?**

**A: Activation points will be obtained through special events or promotions and can be used to purchase packages or upgrade packages.**

**Q: What is the use of cash points?**

**A: Cash points can be used to purchase packages, upgrade packages, top-up packages, or buy insurance point.**

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**Q: Can the cash points be transferred?**

**A: Yes. You can freely transfer the cash point to other members in the system.**

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**Q: Can activation points be withdrawn?**

**A: Activation points cannot be withdrawn.**

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**Q: What can I do with activation points?**

**A: The activation points can only be used to purchase or upgrade packages.**

**Q: Can the activation points be transferred?**

**A: Yes. You can freely transfer it to other members in the system.**

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**Q: Can the bonus points be withdrawn directly?**

**A: No. You need to convert the Bonus points to cash points before it can be withdrawn.**

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**Q: Can the bonus points be transferred?**

**A: No. Bonus points can only be exchanged for cash points.**

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**Q: How to buy insurance?**

**A: In Exchange Manager, you can convert the cash points into insurance points and go to the insurance wallet to complete the insurance purchase process.**

**Q: Can insurance be paid automatically?**

**A: Yes.** Just make sure that there are sufficient insurance points for daily premium according to your package before 23:59 (Beijing time), and the system will automatically deduct the premium from insurance point.

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**Q: How to keep my account status always [Protected] (under insurance)?**

**A: To keep the account status is always [protected],** you must ensure that there are sufficient insurance points for daily premiums before 23:59 (Beijing time) every day.

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**Q: If I paid the premium but did not perform any gaming on that day, will the insurance points be deducted from my account?**

**A: Yes.** Even if no gaming on that day, insurance points will be deducted from your account and there is no refund on insurance point deducted.

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**Q: Can I get insurance protection immediately after I pay my premium?**

**A: No.** The insurance premium paid for today will only be covering & protecting the account on the next day.

**Q: If the insurance claim time has passed 24 hours, can I still get a claim?**

**A: No. Insurance claims must be submitted on the same day (before 23:59 Beijing time). It is recommended to apply for a claim immediately after 6 consecutive RED game (6 Loss game).**

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**Q: Can I stop betting during the game and continue later?**

**A: No. You must bet continuously after your first Bet.**

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**Q: If there is a "tie" game, how do I bet on the next round?**

**A: If you come across to a "tie" game, continue to bet with the same amount as the previous round. For example: You bet 400 and come across to a tie game, bet 400 again in the next round.**

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**Q: Can all Sands Entertainment games be insured?**

**A: Insurance claims are only available in baccarat games. (With terms & condition in Designated Gaming Hall)**

**Q: Can all baccarat game halls of Sands Entertainment be able to play games and are they insured?**

**A: Trust World members can only play games in designated baccarat game halls to obtain insurance protection.**

**Designated gaming halls are as followed:**

**SA GAMING : Open to all countries (Except China, Hong Kong & Macau Area)**

**AE SEXY : Open to all countries**

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**Q: Can I get insured as long as I play in the designated baccarat game hall?**

**A: No. You must play the game between the 3rd and 30th games to get insured.**

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**Q: I have already made a profit on that day; can I continue to play the game?**

**A: Each account can only enjoy one profit opportunity per day. After making a profit (Blue WIN), please wait till the next day for another profit gaining.**

**Q: I have already made a profit on that day; can I still get insurance protection if I continue to play?**

**A: No.** Each account can only enjoy one profit opportunity protection per day. After making a profit, you will not get insurance protection if you continue to play.

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**Q: My balance in Sands Entertainment Wallet does not match the amount of Trust World Package, can I play the game?**

**A: If you play the game when the balance of Sands Entertainment Wallet amount lesser than your Trust World Package, you will not get insurance protection. If your Sands Entertainment Wallet amount higher than Trust World Package, the insurance claim will not be affected.**

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**Q: I did not place a bet based on the specified amount of the package; can I still get an insurance claim?**

**A: No.** If you do not place a bet based on the matching amount, you will not get insurance claims. You must bet according to the specified amount of your package to get insurance protection.

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**Q: If I make a wrong bet, is my account still under insured, and can I continue to play the game on that day?**

**A: No.** If a bet is wrong in one of the rounds of the day, the account will not be insured on that day. Please make up the position as soon as possible, so as not to affect the continued game tomorrow.

**Q: Is the bet amount the same for each different package?**

**A: The betting limit of each package is different, please refer to the following differences.**



Package	25,200	12,600	6,300	3,150	630
1 <sup>st</sup> Bet	400	200	100	50	10
2 <sup>nd</sup> Bet	800	400	200	100	20
3 <sup>rd</sup> Bet	1,600	800	400	200	40
4 <sup>th</sup> Bet	3,200	1,600	800	400	80
5 <sup>th</sup> Bet	6,400	3,200	1,600	800	160
6 <sup>th</sup> Bet	12,800	6,400	3,200	1,600	320

**Q: Can my principal be withdrawn at any time?**

**A: The capital retention period is 60 consecutive normal “Betting” days from package purchased without insurance claim within this period and reaching accumulative 3 Times Rolling of capital amount. With meeting the above 3 requirements, capital withdrawal can be done.**

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**Q: If I “Upgrade” my package, will it affect the capital retention period?**

**A: The retention period will be calculated based on the “Upgrade” date with meeting the above mentioned withdrawal requirement.**

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**Q: If I apply for a “Top-up” on my package, will it affect the capital retention period?**

**A: The retention period will be calculated based on the date of “Top-up” package with meeting the above mentioned withdrawal requirement.**

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**Q: If I apply for “Insurance Claims” , will it affect the capital retention period?**

**A: The retention period will be calculated based on the next day of date of “Insurance Claim” with meeting the above mentioned withdrawal requirement.**

**Q: What is the Top-Up Limit in Trust World Member System?**

**A: Trust World Member System "Top-Up" limit: Minimum 100 Cash Point**

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**Q: What is the Withdrawal Limit in Trust World Member System?**

**A: Trust World Member System "Withdrawal" Limit:**

**Minimum: 100 Cash Point**

**Maximum: 50,000 Cash Point**

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**Q: Can I use USDT other than [USDT TRC20] to top-up?**

**A: The USDT wallet address on the Trust World system only providing top-up for [USDT TRC20]. Please choose USDT TRC20 as the main net for top-up to avoid any losses. The platform will not be responsible for any mistakes in filling in the wallet address, resulting in loss of assets or failure of top-up.**

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**Q: Can I use USDT other than [USDT TRC20] for withdrawal?**

**A: The USDT wallet address on the Trust World system only providing withdrawal for [USDT TRC20]. Please choose USDT TRC20 as the main net for top-up to avoid any losses. The platform will not be responsible for any mistakes in filling in the wallet address, resulting in loss of assets or failure of top-up.**