

[percussion music playing]

When signing up for a DraftKings account we may not always be able to verify your identity through our ID Scan vendor. This may be due to recently coming of age, changing addresses, or other reasons.

If this is the case, you will be asked to provide additional documentation to verify your identity through our secure document upload center.

If you receive this message during the initial verification you can select **Upload Documents** from this page.

Otherwise, visit <https://myaccount.draftkings.com/accountcenter/docuploadcenter> and log in with your DraftKings account information.

Scroll down to find the "Upload a new document" section.

And select the upload reason from the dropdown menu., for this example I'll select **Account Verification**.

Next, select the **Document Type** you are uploading.

If uploading proof of residence documents, choose a utility bill, bank statement, or lease agreement dated within the last 90 days.

Documents must match DraftKings account information and clearly show your first and last name, with a current address, not a po box.

Documents should include a unique reference number like an invoice, customer, or account number, and include all document pages.

Review any upload instructions provided here for guidance.

Next, select the **upload arrow** under Document File, locate the document on your computer, and attach it.

Files must be a JPEG, PNG, or PDF.

When finished with these three fields, select **Upload Document**.

You will receive a message stating that your files were uploaded successfully and will now go through the approval process.

A member of the customer support team will email you if additional information is required or when your account is verified.

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