



A GUIDE TO USING YOUR PSLIVE WALLET

What is the PSLive wallet?

This is a secure real money balance associated with your PSLive Card which you can use to register into PokerStars Championship tournaments.

How can I deposit funds?

You can deposit funds to your PSLive Wallet by sending a bank transfer, or by requesting your tournament winnings to be credited to your PSLive account at the Payout desk at the event. Bank wire instructions can be requested via myaccount@pokerstarslive.com

We are unable to deposit funds to your account until we have received all requested documentation, as detailed in the Wiring Instructions PDF.

How can I withdrawal funds from PSLive?

You can request funds from your PSLive wallet to be wired back to a bank account in your name (we are unable to wire to bank accounts in the name of someone other than yourself). Your bank details will be requested and the funds will be debited from your PSLive wallet once the wire is sent.

You can also use PSLive funds to register into tournaments, provided you have sufficient balance to cover the entire buy-in of the tournament, and we are able to offer this service. Part payments of PSLive Account funds + cash or Stars account funds, cannot be accepted.

How long should it take to withdraw from myPSLive wallet?

Once we have received your full banking details, funds should arrive in your account within a maximum of 10 working days*.

Where can I view my balance or view the transactions made?

You can view your PSLive balance via the PSLive Portal <https://myaccount.pslive.com> or you can email myaccount@pokerstarslive.com to request an audit of your PSLive transactions and current balance.

Is the balance connected to myStars account?

No, your PSLive balance is separate to your Stars account and funds cannot be transferred between accounts. PSLive funds can only be used for registration into PokerStars Championship tournaments.

Can I transfer funds to a friend?

We are not permitted to allow PSLive balance transfers between players due to AML regulations.

Can I register a friend with my funds?

You can only register yourself using your PSLive funds.

Can I use my PSLive balance to purchase rebuys, add-ons, re-entries?

No, you cannot use your PSLive balance to purchase Rebuys or Add-ons but you can use it for re-entries.

Can I withdraw or deposit funds as cash from my PSLive balance?

We are not permitted to allow you to withdraw from, or deposit funds to your PSLive account as cash.

*This is dependant on the bank being able to transfer to the details provided. The bank may come to us requesting further information, therefore we cannot always guarantee this timeframe..