

Unauthorized Use Service Application Form

– Document Attachment Area –

**Overseas Users: Please provide a copy of your passport
or local identification to verify your identity.**

(If the applicant is under 18 years old,
a copy of the legal guardian's identification must also be attached.)
The ID must belong to the applicant and contain accurate information.

You may write on the photocopy:
"For exclusive use by IWPLAY World Interactive Entertainment."

**Please fill in your personal information accurately and completely.
Incomplete information will result in processing delays or inability to process the application.**

Applicant Name				ID Number		
Date of Birth	Year	M	D	Gender	☐ Male	☐ Female
Contact Phone				Email Address		
Game Name				Server		
Account ID	Usually a numeric or alphanumeric code			Character Name		
Character ID	Usually a numeric or alphanumeric code					
Contact Address						

Detailed Description of the Issue: Account Theft Details (Please specify date/time and names of lost items)

I hereby guarantee that all the above information is true and belongs to me. If any information is found to be false, forged, impersonated, or illegal, this application form shall be deemed invalid, and IWPLAY World Interactive Entertainment Technology Co., Ltd. will not process the application. In cases of serious forgery involving photos, signatures, or similar, IWPLAY World Interactive Entertainment Technology Co., Ltd. reserves the right to directly forward the applicant's relevant information to law enforcement authorities for criminal investigation.
Presented by IWPLAY World Interactive Entertainment Technology Co., Ltd.

Applicant's Signature: _____

Please sign in clear block letters. Applicants under 18 years old must have both the guardian and the applicant sign.

Unauthorized Use Service Application Declaration Form

1. Applicant _____ on ____ Year ____ Month ____ Day submitted an unauthorized use service application and related matters to IWPLAY World Interactive Entertainment Technology Co., Ltd. (hereinafter referred to as "IWPLAY"). The applicant agrees to and will abide by the following without objection:
2. The applicant guarantees that all provided or completed information is true (including personal basic information, member account, game account, game category, server, character name, inquiry time, etc.). If IWPLAY verifies that the applicant's personal basic information or related documents are forged, altered, or falsified, IWPLAY reserves the right to reject the applicant's unauthorized use service application. In cases of serious misconduct, IWPLAY may, without notifying the applicant, directly forward the relevant information to law enforcement authorities for investigation and prosecution.
3. If the applicant is 18 years old or older (legal adult age), the applicant must provide a photocopy of both sides of their ID card.
If the applicant is a minor (under 18) with an ID card, the applicant must provide (1) photocopies of both sides of their ID card and (2) photocopies of both sides of the legal guardian's (or custodian's) ID card.
If the applicant is a minor (under 18) without an ID card, the applicant must provide (1) photocopies of both sides of the legal guardian's (or custodian's) ID card and (2) a photocopy of the household registration booklet to prove consent.
4. Each application form is limited to inquiring about one member account and one game only (one set per application).
5. The applicant's unauthorized use service request must be for legitimate purposes and shall not be used for private transactions. If used illegally, the applicant shall bear all legal responsibilities, including but not limited to civil liabilities for damages, document forgery, or criminal liabilities such as fraud.
6. According to Article 17 of the online game service user agreement signed and effective between the applicant and IWPLAY, game history data backups are retained for a maximum of 30 days (counting backward from the application date, inclusive). If, due to reasons involving the applicant or law enforcement agencies, IWPLAY cannot retrieve relevant valid game history information beyond 30 days for unauthorized use service, the applicant shall not make any claims against IWPLAY based on this.

A. After IWPLAY receives the application via the reporting center upload, scanned email, physical mail, or other methods, and confirms that the documents required under Article 2 are correct, IWPLAY will proceed with retrieving the relevant data (please note: investigation of unauthorized use services typically takes 7 to 14 working days).
Determination of invalid applications: If the information provided by the applicant is false, incorrect, or otherwise attributable to the applicant, and IWPLAY fails to contact the

applicant within 72 hours after receiving the application to verify the documents required under Article 2, IWPLAY shall consider the application invalid.

- B. Handling of valid applications: IWPLAY will assist in investigating the game history within 7 to 14 days after accepting a valid application (excluding the 72-hour document verification period) and will work to minimize the player's loss from account theft without affecting game balance. If the applicant does not receive the relevant processing results within 7 to 14 days (excluding holidays) after IWPLAY completes document verification, the applicant must proactively contact IWPLAY's customer service center to inquire and confirm the progress within the time limit.
- C. If delays occur due to reasons attributable to the applicant (regarding the 30-day retention period for game history data retrieval), and this raises doubts about the evidentiary credibility with the police or judicial authorities, the applicant shall bear full responsibility.

7. Upon receiving the application documents, the official will first verify that the account has been authenticated and linked to ensure account security; otherwise, the application will be considered invalid.

- 8. IWPLAY reserves the right to modify or terminate the unauthorized use service application procedures and to decide on final approval at any time.
- 9. The applicant must download this declaration form from the IWPLAY website, carefully read and agree to its contents, and sign it after three days.

Declarant's Signature : _____

_____ **Year** _____ **Month** _____ **Day**

Please sign in clear block letters. Applicants under 18 years old must have both the guardian and the applicant sign. After completing the document, please take a photo or scan it and upload it to the Customer Service Center.