

Swiss4Win Enhances Digital Onboarding and Compliance with Jumio



Jumio's AI-powered solutions streamline player registration, reduce fraud, and help ensure compliance with Swiss gaming regulations

Casinò Lugano is one of Switzerland's most historic casinos and has been serving players for more than a century. In 2021, the casino extended its offering into the digital world with the launch of its online gaming brand, [Swiss4Win](#). Swiss4Win quickly established itself as a trusted platform, combining the credibility and cachet of an established and respected casino with a modern, secure, and personalized digital experience.

In a competitive and fast-growing Swiss online gaming market, operators need to quickly and accurately verify player identities during account set-up to avoid frustrating and potentially losing new players.

Swiss4Win needed an identity verification partner that could deliver speed, automation, and compliance, while maintaining the seamless experience demanded by sophisticated Swiss players.

"We considered several identity verification providers, but Jumio stood out as the ideal partner thanks to its comprehensive, integration-ready platform, powered by proven AI-driven technology. It was also a significant differentiator that Jumio has solid experience in regulated gaming markets such as ours," said Domenico Gallotta, Head of Swiss4Win.



"With Jumio, we have made onboarding more efficient while maintaining the highest standards of player protection. The solution has allowed us to create a seamless and compliant process, aligned with our commitment to responsible gaming."

Domenico Gallotta,
Head of Swiss4Win

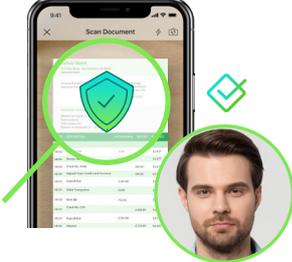
How Jumio Helps

Jumio's identity verification solutions have been a part of Swiss4Win's onboarding process since Day 1, significantly improving internal processes – "particularly in terms of efficiency, security, and alignment with the high regulatory standards of the Swiss market," Gallotta said.

By automating ID and document checks, Swiss4Win can now authenticate players in real-time with a process that allows the online casino to balance compliance obligations with a frictionless user journey.



ID Verification
Jumio's ID Verification solution prompts new Swiss4Win players to take a photo of the front and back of their ID, then uses sophisticated algorithms to determine the ID's authenticity and detect fraud.



Doc Proof
Jumio's Doc Proof solution automates Swiss4Win's address verification process by enabling players to easily scan documents such as utility bills or bank statements.

These solutions also help strengthen Swiss4Win's defenses against bad actors, duplicate account creation, and payment-related risks.

By integrating Jumio into its onboarding processes, Swiss4Win has been able to deliver a smoother player experience while also creating operational improvements. Some of these benefits include:

- ✓ Faster player onboarding and reduced verification times.
- ✓ Stronger fraud prevention through faster, more accurate document checks.
- ✓ Fewer customer support requests during player registration.
- ✓ Support compliance with Eidgenössische Spielbankenkommission (ESBK) Swiss gaming regulations.

For Swiss4Win, Jumio has become more than a compliance solution – it's a strategic enabler. By automating identity verification and fraud detection, Swiss4Win delivers a secure, compliant, and transparent user journey that builds player trust and reinforces its position as one of Switzerland's most reliable online gaming brands.

Since its launch in 2021, Swiss4Win has seen its player base expand by more than 25% annually. As Swiss4Win continues to grow, its partnership with Jumio ensures that innovation, compliance, and player protection remain at the core of its strategy.



“Jumio not only ensures we meet Swiss regulatory requirements, but also helps us detect fraud attempts that would have been difficult to spot manually. This strengthens both our security and our reputation as a trusted brand.”

Domenico Gallotta,
Head of Swiss4Win