

NETELLER® Affiliate Program Guide

Turn your
network into
net worth



So you've signed up for a NETELLER affiliate account, what now?

This user guide is designed to provide you with the inside track on how to effectively promote NETELLER to your customers and gain maximum benefit from your existing activities. This guide will also explain how the financials of the program work.

Contents

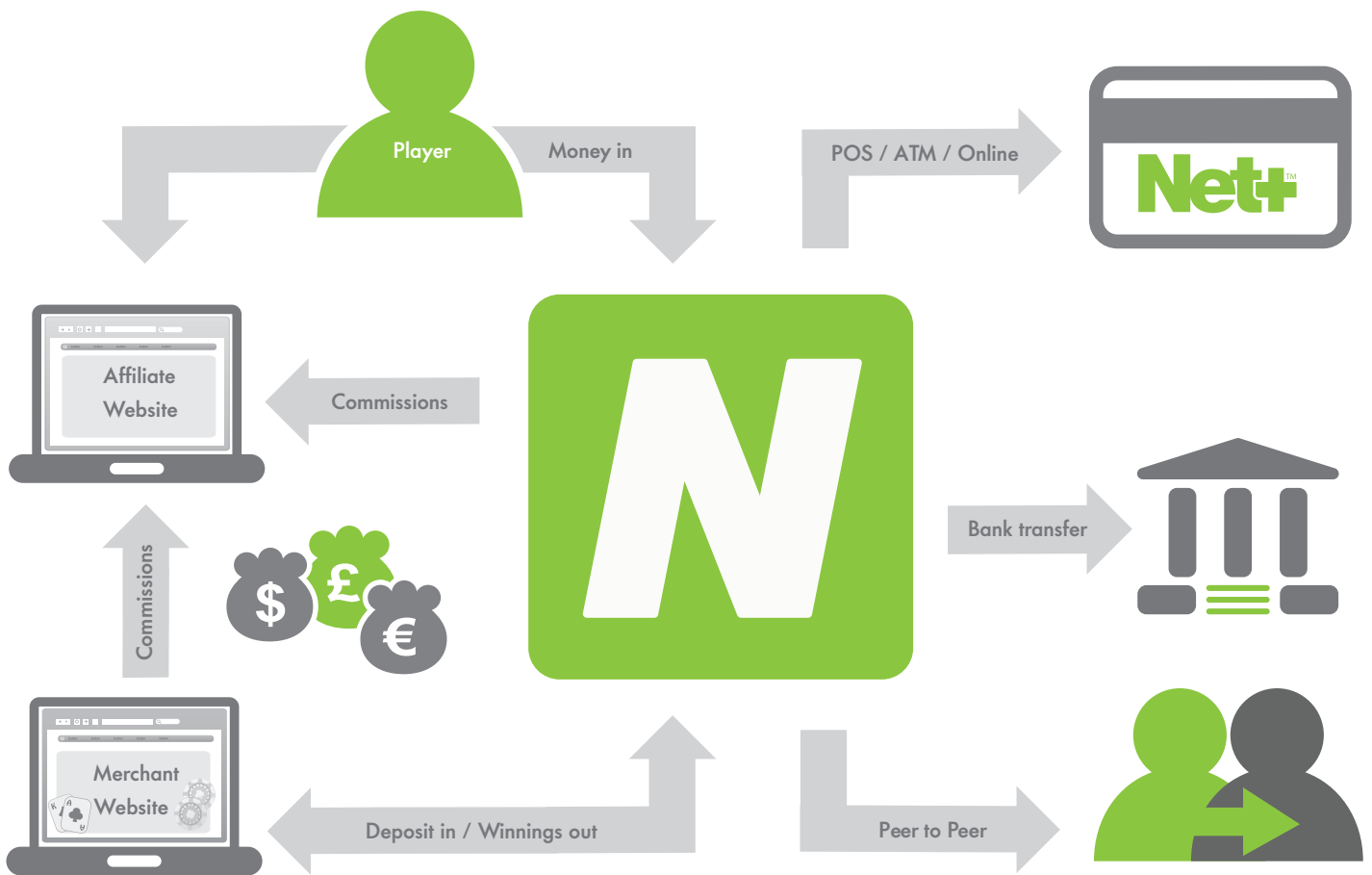
- 1 Earning commission
- 3 Casino players
- 4 Poker payers
- 5 Sportsbook players
- 6 The Super Affiliate program
- 7 Payments
- 8 Banner library
- 9 Content available
- 10 The affiliate reporting platform
- 14 The affiliate team
- 15 Promotions
- 16 Got a question

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For more information, contact us affiliate@neteller.com or online at www.neteller.com/affiliate
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NETELLER affiliate program flow



A new player visits your website and looks for the best casino, poker, sports book or gaming offer that you have advertised on your site. He or she reads more about playing online and all of its benefits such as how to transfer safely and securely or how to have a good player experience.

When the player has made a decision to play online, and has decided to deposit, they are given the opportunity to sign up for a NETELLER account so that they can pay safely online.

We have a variety of banners and content that can create a seamless transfer from your site to ours so that the member can complete a registration prior to being diverted over to the gambling operator's offer

2.

How you earn commission in the NETELLER program:

The player has now created a NETELLER account directly from your affiliate site and is tracked to your affiliate links in our program. They are then directed back to your affiliate site to take up a gaming operator's offer: *Example: Deposit \$100 and Get \$150 Free*

- The player deposits \$100 by transferring money from their NETELLER wallet to the operator's website (a transfer-to has occurred)

NETELLER earns a fee from the operator for this transfer of funds, in this example - we will use 3%. As a NETELLER affiliate, you will earn 20% of this fee as a commission for the lifetime of the transfers to - that the player makes to any operator site, no matter where they bet and play going forward.

The commissions you receive could look a little like this:

- Player opens an account and makes first deposit (in our example, \$100)
The affiliate earns 20% of 3% fee = \$0.60
- Player wins \$250 and withdraws to their NETELLER wallet
- Player deposits \$500 back at the gaming operator - affiliate earns 20% of 3% fee = \$3
- Player loses
- Player deposits \$500 back at the gaming operator - affiliate earns 20% of 3% fee = \$3
- Player loses
- Casino retention team - offers player a bonus to deposit again
- Player deposits \$500 back at the gaming operator - affiliate earns 20% of 3% fee = \$3

Total Commission earned from NETELLER = \$9.60

Assume at this point that the player stops playing at this casino but goes on to another casino or tries sportsbook instead – you still continue to earn NETELLER commissions.

Remember:

- You would be earning this in conjunction with the commission you earn from the gaming operator
- The NETELLER program adds scalability to your existing affiliate business, as you don't have to pay to acquire the additional conversion revenue stream. The target audience for NETELLER accounts is the same as that of a gaming operator.
- You continue to earn revenue for the lifetime that the member uses their wallet, even if they stop playing online at the first operator site they originally signed up to.
- The more players you convert, the more revenue you make. It's really that simple.

Understanding the nature of a typical online player and how their player behaviour translates to revenue in the NETELLER affiliate program.

About Casino Players:

Casino customers generate the highest yield of any online gambling product, but they also have the shortest lifetime and are typically bonus-driven. They are inclined to switch sites frequently. For many online casino players, entertainment is more important than income generation and therefore they need to be kept interested by new and up-to-date games. They also prefer a wide variety of games to suit different skills such as slots, roulette and black jack. Games with a short playing time, such as slots, generate the most revenue and a greater number of plays per unit of time.

Why Promote NETELLER to your casino players? Casino customers generate the highest yield of any online gambling product.

Considering the above player profile, if you direct your members to use their NETELLER eWallet account to transact with multiple casino operators they will benefit from our great features such as:

- Secure transfers from the eWallet to multiple merchant/gaming operator sites through quick transactions
- The Net+ Prepaid MasterCard to withdraw funds from ATMs around the globe
- Receiving winnings faster to the eWallet than a bank account while protecting one's bankroll from being stored at the gaming operator's site
- Protected financial information online, as opposed to using personal banking details to deposit and play at multiple websites
- Customer loyalty programs that NETELLER provides to members such as promotions and cash-back incentives for utilizing their NETELLER wallet

Have a casino site?

Earn twice with NETELLER for your existing casino promotions

Casino players generally deposit higher values than a poker or sports betting player. As an affiliate of NETELLER you earn twice for the players you are already converting to the casinos you promote. If a player signs up at a casino using their NETELLER eWallet, you will receive a 20% uncapped lifetime revenue share for all the transfer-to revenue that your players make. This means you not only receive commission from the casino for the player conversion but you also receive a lifetime commission from us for every transfer that the player makes to any casino going forward - as long as they keep utilizing their eWallet to transact online.

About Poker players:

Poker players generally deposit small amounts to operator sites at a rapid pace. As their skills are honed, the draw to participate in higher-stakes games means that over time they will increase their transfers to the poker rooms they feel most comfortable with – thus earning you more commissions!

In an online poker room, the player's computer screen is a virtual card table at which they and their opponents appear as avatars. There are games where players can join in and leave at any time (known as cash or ring games) and tournaments that they can join for a small buy-in (many sites operate in multiple different languages and currencies). Some websites focus more on cash/ring games, while other poker rooms focus more on tournaments. Some focus on higher limit games while others focus on low limit or penny games. Each online poker room has different sign-up bonuses, with different rules and re-load incentives. Players will play multiple rounds or games, and each table game takes a percentage of the pot as a fee (rake) for providing the game play.

Protecting Player Accounts and Paying Out

An online poker operator would not have a business without robust payment and security functions. These tend to be outsourced in the online gaming world, although this is usually disguised from the customer. Players use a variety of deposit and withdrawal payment options to manage their bankroll making NETELLER a very attractive proposition for serious poker players.

Why Promote NETELLER to your poker players?

Considering the above player profile and the way in which games are charged for and played, if you direct your poker traffic to use their NETELLER eWallet when depositing and managing their winnings they can benefit from the following services:

- Secure transfers from the eWallet to multiple poker websites (ensuring one can always access the best tables and tournaments online) via quick, deposit and withdrawal transactions
- Receiving winnings into the eWallet to protect their bankroll, keeping money in a personal account rather than leaving winnings in an operator player account
- The Net+ Prepaid MasterCard® to withdraw funds from ATMs around the globe
- Protected financial information online, as opposed to using personal banking details to deposit and play at multiple websites
- Customer loyalty programs that NETELLER provides to members such as VIP promotions and cash-back incentives for utilizing their NETELLER wallet
- Customers in areas such as Latin America, Russia, Turkey and other emerging markets can deposit and withdraw effectively and safely with no limitations* (as they would experience when trying to utilise their personal banking account)

*Between the merchant site and their NETELLER eWallet. Operations may have velocity limits in place

Have a poker site or forum?

Earn twice with NETELLER for your existing poker promotions.

It's really that easy - you earn twice and the player earns additional loyalty bonuses and rewards simply for keeping their bankroll safe online!

About Sportsbook players:

Sports betting has remained a popular pastime of sports fans everywhere. Betting online gives free access to unlimited sports data resources and facilitates communication between punters. With experienced and knowledgeable online gambling operators catering to the market and responding to sports-based information and consumer investments, this can prove to be a profitable product.

Online payment processing capabilities pose challenges in some regions. Some countries do not have the ability to use credit cards to make purchases on the internet (such as Colombia, Peru and Venezuela) and in some countries, only customers with international credit cards are able to perform online bets. Players want to bet where they can deposit money, and in many cases, those payment solutions do not yet exist. NETELLER caters for many of these regions, and by promoting our products to these members, you would increase your earnings and player conversion in this sector. Compared with other online gaming and gambling genres, sportsbook is the most effective way to attract and retain customers, has a lower cost per customer acquisition and the longest life span. The online sportsbook industry has expanded considerably over the past few years, with hundreds of sites now available for customers to choose from.

Have a sports-focused website or betting forum?

Earn twice with NETELLER for your existing sportsbook promotions.

Considering the above player profile and the way that sportsbooks attract and retain members, you will notice that sportsbetting customers will frequently transfer to a variety of operators to get the best odds on their punt. This means your customers are transferring to and from multiple betting sites to manage their bankroll, providing the perfect "churn" to elevate your earning potential from NETELLER's affiliate program. For example, you may convert a customer to a particular sportsbetting website from your site. That customer may go on to also bet at several other sites. Each time they make a transfer from their wallet to any of the sportsbetting websites, you will continue to earn commission on the transfer-to fees that are generated.

It doesn't matter if you are promoting bingo, casino, sportsbook or scratchcards – anyone who transacts online can benefit from the NETELLER suite of products and services.

Payments

Payments will be made weekly for the previous week. In the event that the commission to be paid to you in any week is less than the minimum amount of 1 USD, NETELLER will roll forward the payment amount until the earnings are equal to or greater than the minimum amount. Payments are only made to NETELLER member accounts, and you must have a registered NETELLER account in order to participate in the affiliate program. You can read more about our program terms at:

https://affiliates.neteller.com/terms_and_conditions.asp

The NETELLER eWallet is not available in the following countries:

Afghanistan, Albania, Algeria, Belarus, Georgia, Indonesia, Israel, Lebanon, Moldova, Montenegro, Nigeria, Pakistan, Saudi Arabia, Serbia, USA, Yemen, Zimbabwe

Ways you can promote NETELLER:

1. Write a review of our products and services
2. Send your users an email with a specific NETELLER promotional offer
3. Create a forum post to stimulate education about the benefits of NETELLER and why players should use our products and services
4. Use social networking tools to refer new members to NETELLER, such as Blogs, Facebook and Twitter
5. Use one of our dedicated promotion landing pages to convert new customers on your website
6. Use our banners and creative to convert new members from your network of websites

There are any ways to promote NETELLER, including seamless quick sign-up widgets that ensure new players converting on your website are also tagged to your NETELLER affiliate link. Contact us today to discuss your ideas and see how we can help you increase the conversions on your sites.

"NETELLER is one of the best services we promote. Why? Because it really answers the costumers needs, it's one of the best things to use if you're an online gambler, and that's why it's so easy to promote. NETELLER has small charges, the payments and withdrawals are super quick and the Net+ card makes it possible to access the money in the account anywhere, anytime. That's why we recommend NETELLER to our costumers!"

Rui Sales, www.metododineiro.pt

Banner Library: navigation and what's available

We've made getting started super easy. Our banner library has been set up to help you find the right creative quickly and efficiently that suits the target audience and theme of content on your website.

We offer a variety of:

- Banners
- Content – such as user reviews and ratings
- Email creative
- Special promotions
- Video tutorials
- User guides in other languages, such as Japanese, Turkish or Korean

Selecting your banner is easy with our step by step guide on how to navigate the platform:

- Sign in to your affiliate account
- Go to the "Marketing Tools" tab
- Select "NETELLER" as the merchant you wish to get a banner code from
- Select the type of creative you would like to get a code for (banner or text link)
- Select the language you want for your creative
- Select the type of promotional material you wish to have for your site
- Select "Get Tracking Code" beside your preferred creative
- Highlight and copy the text
- Copy your tracking code and paste to promote

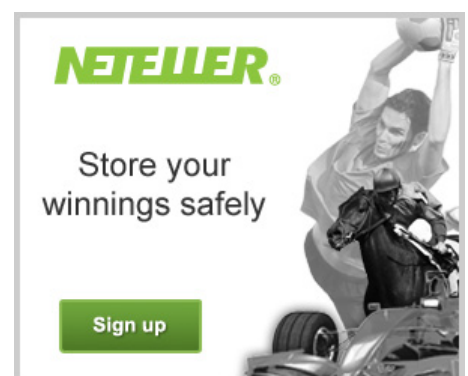
If we don't have what you are looking for feel free to contact a member of our affiliate team so that they may assist you with your promotions.

The screenshot shows the NETELLER affiliate dashboard. The top navigation bar includes Home, Affiliate Manager, Reports And Statistics, Marketing Tools, Finance, and Settings. The left sidebar contains the Banner Manager menu with options like Banner Manager, Image Farm, Recent Creatives, Search Creatives, Link Creator, Add Banner, Add Text Link, Add Javascript, Add Newsletter, Add Flash, Add Feed, Add Frame, Add DoubleClickRichMedia, Articles & RSS Feeds, and Geo-Targeting.

The main content area is titled "Creative Promotion Details" and includes a form to "Change the Current Merchant/Promotion Group". The form shows "Selected Merchant" as "Neteller" and "Selected Promotional Group" as "ENGLISH_GAMING_Casino (Banners)". Below the form are tabs for Overview, Promotion Settings, Geo Settings, and Creatives. The "Creatives" tab is active, showing a table of promotion creatives.

Link Type	URL	New links	Active Links	Inactive Links	Total Links
Banner	http://www.neteller.com/		1	0	1
Banner	https://www.neteller.com/signup/index.jaf		4	0	4

Below the table is a grid of creatives with columns for Creative ID, Language, Creative Name, Status, Date Added, and Date Updated. The grid shows four creatives, each with an "Update" button and a small thumbnail image.



Content

If you are seeking content for your affiliate website, please do not hesitate to contact us and we will provide you with updated reviews of our platform, custom unique content detailing the benefits of our products and services or simply visit our blog to get inspiration for topics of conversation:

- Member interest: <http://blog.neteller.com/category/personal/>
- Affiliate information: <http://blog.neteller.com/category/affiliate/>
- NETELLER for businesses: <http://blog.neteller.com/category/business/>

Keep updated with our news

We have regular news releases that you can update to your website. Be sure to follow these resources so that you remain up to date!

NETELLER blog: <http://blog.neteller.com>

- Useful for keeping up to date with member promotions, or deposit and withdrawal options that open up in various regions.

Affiliate content: <http://blog.neteller.com/category/affiliates/>

- Useful for keeping abreast of our affiliate specific promotions and incentives.

Twitter: <http://twitter.com/#!/NTAffiliate>

- Up to the minute news flashes about NETELLER services.

Pay Per Click policy:

We operate a strict policy for PPC; please refer to our Affiliate Program terms and conditions.

- The NETELLER logo and name is trademarked and you may not use these assets without prior consent from NETELLER. Should you wish to undertake PPC campaigns, please contact the affiliate support team, who will then be able to provide you with the full terms of business and PPC guidelines.

"NETELLER has added an additional revenue stream to my affiliate business, the team are knowledgeable, understand the issues that affiliates face and provide great service. I would highly recommend working with NETELLER to add additional revenue to your online promotions."

Simon Theakston, www.bestcasinoonline.com

How the affiliate reporting works

Navigating our Affiliate Reporting Platform

We've put this comprehensive guide together to help familiarize you with what's inside your affiliate account, and how to manage it effectively.

My Account

Account Details

To view your account details, select My Account from the top toolbar and then select Account Details. You will then be taken to your Account Details page, where you can edit your information and settings.

Affiliate Tracking Profiles

To view or add the sites associated with your account, select My Account from the top toolbar and then select Affiliate Tracking Profiles. This page displays all the affiliate's tracking profiles and/or sites. You can add a new site or tracking profile on this tab. All sites listed here are given a unique site ID which will then be tracked by our system. You can decide to create as many site IDs as you like; they assist you in breaking down your conversions and stats within the reports and to analyze performance in a more detailed way.

Affiliate Payment Preferences

To edit your payment preferences, select My Account and then select Affiliate Payment Preferences. On this page you will be able to select your payment method (please note: we only process commission payments to your NETELLER account at the present time). You will also be able to edit all the details needed to process this payment type.

Program Commission Structure

To see a list of your active commissions (and details), select on My Account in the top navigation menu and then select Affiliate Payment Preferences from the drop down menu.

Marketing Tools

Get your promotional materials

In order to view and select all available promotional materials, select Marketing Tools and then select Get your Promotional Materials. This section allows you to choose from a wide selection of banners, text links, HTML pages, mailers and special promotions. To get started just choose the program or product you want to view promotional materials for. Simply select the appropriate criteria from the drop down boxes, and then select Get Tracking Code next to a creative. You will now be at a popup screen where you can choose which of your sites use this creative on and obtain the tracking code for this creative.

Creative Search

To search for a particular marketing tool, select Marketing Tools and then select Creative Search. On this page, you can search for a particular creative by either creative ID or by image name. Please note the results will only return creatives that belong to program offers you have permission to view.

Recent Creatives

To view recently-added creatives, select on Marketing Tools in the top navigation menu, then select Recent Creatives in the drop-down menu. This page will show you a list of the creatives that were most recently uploaded to the system. You can then click on the creative and generate the tracking code for your site.

Creative Profiles

Creative Profiles allow you to group creatives together into one profile and then generate code that will rotate the selected creatives as required. One profile can be used for multiple websites - you can use the profile to manage common creatives for all your sites by simply changing the selected creative in the profile you will change the creative on all sites you have placed the profile code. To view or create Creative Profiles select Marketing Tools and then select Creative Profiles from the drop-down menu.

To set up a profile first give it a profile name, choose which program you want to associate it to and select update. You can then select the creatives you wish to have in the profile under the Manage Creatives tab below. To generate a profile code select the Get Code tab and then select the site you wish to place the profile code on, and copy and paste the generated code to your site.

Reports

ACID Report

The ACID report is used to track keywords that have been entered in the {keyword:default} of a tracking URL and will provide a detailed report of these keywords. To view this report select Reports and then select ACID report.

USING the ACID – Affiliate Custom ID tracking:

When you are setting up your affiliate campaigns, you can make use our ACID feature to track specific parameters back into your affiliate reporting. If you run a rake back, cash back website for example and would like to incentivize your members for completing a transfer to a merchant, or if you would like to track the performance of your PPC or media buys within your affiliate account, you can do so by appending a piece of code –called the aid value - to the end of your affiliate tracking link such as this:

For Example - A Standard Affiliate link you create looks like this:

```
<!-- Affiliate Code Do NOT Modify-->
<a href="http://demo.com/processing/clickthrhg.asp?btag=a_12b_2658" target="_blank">

<!-- End affiliate Code-->
```

You would then amend this link to become :

```
<!-- Affiliate Code Do NOT Modify-->
<a href="http://demo.com/processing/clickthrhg.asp?btag=a_12b_2658&aid=Mycustcode123" tar-
get="_blank">

<!-- End affiliate Code-->
```

12.

Where:

Site id = is the site id supplied by the system that identifies your website

Creative id = is the banner id generated automatically by the system when you create your affiliate link

Aid = Can be an alphanumeric varchar you wish to use to identify conversions

For example if you want to track conversions from a particular keyword "poker" - your tracking links would look like this: [http:// partner.demo.com/processing/clickthrh.asp?btag=a_1b_1&aid=poker](http://partner.demo.com/processing/clickthrh.asp?btag=a_1b_1&aid=poker)

For more information about how to implement the ACID feature, please contact your affiliate manager who can provide you with a step by step guide on how to use this great reporting feature.

Quick Summary Report

The Quick Summary Report shows you an overview of program performance for any time period. To view this report select Reports from the top toolbar, then select Quick Summary Report. You can call up information for a specific product, affiliate or affiliate group. You can also choose to see the data in Simple or Detailed report detail format. Simple report detail format returns fewer parameters, whereas Detailed report detail format returns more, including information about referral levels.

Traffic Report

The Traffic Report lets you analyze affiliate traffic by creative ID, affiliate, date, month, affiliate site and commission groups. To view this report select Reports from the top toolbar, then select Traffic Report. Select the report criteria including time Period, program (NETELLER), Affiliate Group (optional), Member ID (optional), AFF Sites (optional), Display Results By (optional) or Filter Records By (optional).

Use this report when you're interested in analyzing only traffic, and not monetary stats.

Earnings Report

The Earnings Report lets you analyze your earnings by creative ID, affiliate, date, month, affiliate site, or affiliate group. To view this report select Reports from the top toolbar, then select Earnings Report. You can run this report by more than one parameter at a time (such as affiliate ID and creative ID) by holding down CTRL while you click on the two parameters of your choosing in the Display results by scrolling menu.

Use this report to see in-depth monetary information and to carry out detailed analysis on your performance. For example, you can choose to run this report and Display results by day to see how your stats are looking on a day-by-day basis as the month progresses.

Banner Report

The Banner Report lets you see statistics for a specific creative you use. To view this report select Reports from the top toolbar, then select Banner Report. Using the Banner ID field allows you to zero in on the performance of a particular creative, or you can simply choose a specific type of creative to get a broader view. Select the report criteria including time Period, Affiliate Group (optional), Member ID (optional) or AFF Sites (optional). You can also choose to run the report in Simple or Detailed reporting levels. Or tick Include All Referrals.

Use this report to see the impact that a particular creative or creative type has had on clicks, deposits, commission, wagers, etc. This report is good for evaluating the success of a new set of banners for example.

Account Report

The Account Report lets you see all of the players' purchases and revenue generated during a specific timeframe. It lets you see stats down to the individual player account level. To view this report select Reports from the top toolbar, and then select Account Report. Select the report criteria including time Period, Program, Affiliate Group (optional), Member ID (optional), AFF Sites (optional), Player ID (optional), Player Name (optional) or Report Filtering (optional). You can also choose to run the report in Simple or Detailed reporting levels.

One option to take note of for this report is the New Accounts checkbox. If you tick this box before running the report, the report will return results only for players who signed up to the program during the timeframe you have indicated.

"I have worked with Poker and Casino houses for almost 4 years, referring players and getting commissions through my website. I first knew NETELLER when I was a regular poker player. We have a lot of difficulties sending and withdrawing money from Brazil - and I have found in NETELLER the best tool to do it. I receive all commission to my NETELLER account because I use the Net+ card which is accepted in restaurants, malls, pretty much everywhere.

Being a NETELLER affiliate means I can earn lifetime rewards of the players I refer. It's great to earn cash while I'm sleeping. I really encourage players to use NETELLER because it's by far the best and the most trusted eWallet. And earning money for referring people to them, which is something I always did for free in the past - is the smartest thing I have done."

Thiago Pinto, www.rivercash.net

Meet our Affiliate Team

We can't wait to get to know you – but in the meantime, we thought we'd add this section to our welcome pack so that you can get to know a bit more about our team. We encourage you to get in contact should you need any assistance with your promotional activities.

Our program has a variety of acquisition opportunities to suit both members, affiliates and businesses alike. Our team is made up of a group of industry specialists that are available to enhance your online promotions and help you earn additional revenue from your existing website promotions.

Jennifer Ming: Affiliate program Manager

- Hometown: Calgary, Canada
- Major Achievement:
Earning my Ni-Dan (second-degree black belt) in 2010 and Jun Shidoi (Teaching Certificate) in 2011 in Karate
- Favourite Sport: Volleyball and karate
- Favourite Activities: Affiliate events, volleyball, karate, dancing, travelling, fine dining, acting a fool with my closest buds, singing into my water bottle microphone!
- Favourite Quote:
"Work like you don't need money,
Love like you've never been hurt,
And dance like no one's watching." – Crystal Boyd
- Skype: Jennifer.Ming1

Leanna Klyne: Affiliate program Manager

- Hometown: Calgary, Canada
- Major Achievement:
Has been with NETELLER for almost 6 years gaining a wealth of NETELLER knowledge and having a personality to match!
- Favourite Activities: Ice skating, attending outdoor music festivals
- Favourite Quote: "A joke is a very serious thing."
- Skype: affiliate_nt

Lee-Ann Johnstone Senior Manager – Affiliate Programs

- Hometown: London & Dorset South West England
- Major Achievement: Learning to scuba dive
- Favourite Sport: Swimming, diving and walking on the beach
- Favourite Quote:
"Laughter is the closest distance between two people" – Victor Borge
- Skype: lee.ann.johnstone

Promotions

NETELLER runs periodic member promotions and the affiliate team will always ensure that affiliates are kept up to date with the latest member offers. The best way to keep abreast of these promotions is to ensure you are reading our monthly newsletter, checking our blog and following our Facebook page to keep updated.

We also encourage affiliates to contact us to discuss exclusive site promotions and member incentives that will generate new business in terms of new members and new revenue. We are happy to consider all manner of ideas - simply get in touch with your affiliate manager to discuss your requirements and we will be happy to assist you wherever possible.

Our Communication Process

We know you get a lot of email and we try to keep our affiliate communications concise and informative so that you have all the latest tools to help increase your revenues. It is vital that you ensure you are always receiving our monthly Affiliate Newsletter; it is usually sent in the first week of every month. Please check your spam folders to prevent from missing out on this critical communication piece.

The newsletter will always keep you abreast of the latest news, product development and updates, and member promotions that will help you to convert more players around the globe.

Our newsletter will also detail the latest promotions you can use to encourage member conversion, as well as offer additional incentives for earning even more revenue. There are news items and links to other interesting resources that will help you navigate your way through our program offering to ensure you get the best out of our partnership with you.

“The NETELLER affiliate program is something all affiliates should implement into their website. Aside from the fact that you can make continuous lifetime commission from these players, you are doing your players a service by helping them use a safe eWallet to manage their money. With an eWallet, players have their banking details protected and many players just don’t trust giving out their credit card to a gambling company. Players get paid the fastest when using an ewallet and fast payments mean loyal customers. They have fast customer support for email, live chat and telephone and not all ewallets out there have that.”

John Wright, www.gaffg.com

How we aim to help you

Got a question?

We've compiled a detailed FAQ resource to help our affiliates gain all the information they require about our program. We encourage you to check our FAQ section first before emailing a member of the team as this is the most effective way to receive a quick and detailed answer to some of the commonly asked questions we have received in the past. Periodically, we will update these resources so remember to bookmark this page.

English	https://help.neteller.com/app/answers/detail/a_id/1764
French	https://help-fr.neteller.com/app/answers/detail/a_id/2498
Spanish	https://help-es.neteller.com/app/answers/detail/a_id/2540
Japanese	https://help-ja.neteller.com/app/answers/detail/a_id/2700
German	https://help-de.neteller.com/app/answers/detail/a_id/2621
Swedish	https://help-sv.neteller.com/app/answers/detail/a_id/2791
Italian	https://help-it.neteller.com/app/answers/detail/a_id/2888
Danish	https://help-da.neteller.com/app/answers/detail/a_id/2972

I have a problem – who can I escalate this to?

The first point of contact would be our FAQ section as shown above. If your question is not listed in this detailed resource, please get in touch with our affiliate account management team at affiliate@neteller.com detailing the following information:

- Your name
- Your affiliate account ID
- A brief description of the issue you are experiencing
- The best contact information to reach you with

Our team aims to respond within 24 hours on business days. We cover the majority of time zones and try to assist with language translations. Your query is important to us, and we will ensure a resolution is achieved as fast as possible.

"We promote NETELLER via our gambling network of which sites include www.arbhunters.co.uk and www.sports-tipping.com. We have a worldwide focus but due to time zones we mainly attract European clients. After only a short time I have found the NETELLER affiliate program to be very profitable. If I can attract more of our many thousands of followers to join NETELLER via our links our business will expand very quickly. Don't change a thing. An exceptional affiliate scheme that has everything going for it. Keep up the good work."

Raymond Parsons, www.sports-tipping.com