

31 January 2020

SINGAPORE POOLS REFUNDS CUSTOMERS AFFECTED BY SOFTWARE GLITCHES; RECTIFIES GLITCHES FOUND IN TOTO AND 4D SYSTEMS

Singapore Pools is refunding customers affected by software glitches in the online TOTO Quick Pick option from today. Singapore Pools further uncovered that the earlier software glitches (<http://www.singaporepools.com.sg/pr>) had affected some iTOTO selections, as well as 4D telephone Quick Pick Bets which constituted 0.04% of total TOTO sales and 0.0003% of total 4D sales. The glitches have been rectified and appropriate remediation is being provided. Singapore Pools takes responsibility for these incidents and remains committed to prioritising the interests of customers.

1. All affected TOTO customers are being refunded for their bets placed online for the 14 draws where the number “49” was drawn as a winning number. In addition, as a token of appreciation, affected customers with prize winnings in the 14 draws will receive an additional 50% on top of their claimed prize winnings, while customers with no winnings will receive a \$5 token each.
2. Following an internal review of the related online random number generators, Singapore Pools further uncovered that the earlier software glitches had also affected some iTOTO and telephone 4D Quick Pick Bets. These glitches have been rectified and the impact is as follows:

Some affected iTOTO selections sold to online and outlet customers

- a. iTOTO selections sold to some online and outlet customers between 2 Oct 2018 and 20 Dec 2019 were generated by the online random number generator where the number “49” was omitted. Singapore Pools will refund and provide tokens to affected customers. (Affected customers with bet tickets can go to <http://www.singaporepools.com.sg/notice> to check if their iTOTO selections were affected.) Over the same period, the affected bets in the 14 draws where “49” was drawn as a winning number made up less than 1% of total iTOTO sales.

Software glitches affecting Telephone 4D Quick Pick Bets

- b. Between 2 Oct 2018 and 20 Dec 2019, the system did not include the numbers “0” and “9” when generating numbers for customers who placed 4D Quick Pick (Ordinary, System, and Roll) Bets via telephone.
- c. In addition, between 25 Oct 2016 and 22 Jan 2020, the system only generated unique digits for Telephone 4D Quick Pick Roll Bets, which was

not in line with the intended logic of the 4D game. The same error also affected the Telephone 4D Quick Pick (Ordinary) Bets placed between 2 Oct 2018 and 22 Jan 2020.

- d. Singapore Pools will refund the affected bets placed by customers during the above periods. In addition, affected customers will receive a \$5 token each.
 - e. In total, the above Telephone 4D Quick Pick bets constituted 0.0003% of total 4D sales.
3. As a goodwill gesture, Singapore Pools will make a one-time contribution of more than \$500,000 to add on to the fixed payouts for Groups 5, 6 and 7 winners for an upcoming TOTO draw in Feb 2020. Details will be announced in due course.
 4. Singapore Pools is fully cooperating with the Ministry of Home Affairs (MHA) in its investigations.
 5. Singapore Pools will continue to conduct reviews of its systems to ensure their robustness, and to protect customers' interests by providing a safe and trusted gaming environment.

For media enquiries, please contact:

Ms Clarissa Ho
Manager, Corporate Communications
DID: 6216 8729
Email: Clarissaho@sgpoolz.com.sg

Mr Chin Sau Ho
Director, Community Partnerships & Communications
DID: 6216 8716
Email: Chinsauho@sgpoolz.com.sg