

15 January 2020

SINGAPORE POOLS REGRETS SOFTWARE GLITCHES AND WILL REFUND AFFECTED CUSTOMERS

Singapore Pools detected software glitches in the online TOTO Quick Pick option. 7% of TOTO sales is through online platforms. The bets made by affected customers constituted an estimated 3% of total TOTO sales. The system has been reviewed and the glitches have been fixed. Singapore Pools will be reaching out to affected customers to address their concerns and provide remediation. Singapore Pools takes responsibility for this incident. The interests of customers remain its highest priority.

1. Singapore Pools identified two software glitches. The first software glitch caused the number “49” to be omitted from the range of numbers generated by the online Quick Pick option. The second software glitch impacted the Quick Pick System Roll numbers generated by the online Quick Pick option. (See attached factsheet for how Quick Pick and Quick Pick System Roll work.) Neither software glitch affected how the winning numbers were drawn for TOTO.
2. Singapore Pools was alerted to the first software glitch on 18 December 2019 and rectified the error on 21 December 2019. A re-configuration was done to rectify this software glitch. An additional patch was introduced on 13 January 2020 to rectify the System Roll glitch. With these actions, the identified problems have been rectified. After an internal review of the system, it was determined that both software glitches had occurred during a system update on 2 October 2018, conducted by a service vendor.
3. Singapore Pools remains committed to serving its customers in a responsible manner and will do better to ensure that their interests are protected. The

robustness and the continuity of the online platforms for its customers remains an utmost priority.

4. Singapore Pools will provide remediation to its affected customers by refunding them the bets they had placed in the 14 draws where the number “49” was drawn as a winning number. In addition, Singapore Pools will provide a goodwill token to the group of customers who may have missed out on potential winnings in the 14 draws. Singapore Pools is working out the details and will be reaching out to affected customers.
5. Singapore Pools seeks customers’ understanding and patience during this period and thanks them for their continuing support.
6. Singapore Pools is cooperating fully with the Ministry of Home Affairs (MHA) in the ongoing investigation. Singapore Pools regrets any inconvenience that may have been caused. It will do its utmost best to uphold public trust and confidence.

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