

## SINGAPORE POOLS RESUMES LOTTERY DRAWS AND OUTLET OPERATIONS FROM 22 JUNE 2020

1. With Singapore moving into Phase 2 of the post-Circuit Breaker period, Singapore Pools will resume **lottery draws and outlet operations from Monday, 22 June 2020.**

### Lottery Draws

2. Lottery draws will take place on the respective dates below.
  - a. **4D Lottery Draws** will resume on **Wednesday, 24 June 2020.**
  - b. **TOTO Lottery Draws** will resume on **Thursday, 25 June 2020.**
  - c. **Singapore Sweep** will resume with the August Draw on **Wednesday, 5 August 2020.**
3. Lottery tickets purchased for draws which were postponed after **5 Apr 2020** are valid for the respective upcoming lottery draws. Customers can refer to [singaporepools.com.sg/open](https://singaporepools.com.sg/open) for information on **new Draw Dates.**
4. Singapore Pools' branches will resume operations from **Monday, 22 June 2020.** Authorised retail outlets will gradually resume operations from Monday, 22 June 2020. All other outlets such as Singapore Pools' Livewire venues and Off-course Betting Centres will remain closed, in alignment with the Government's regulations and guidelines for live betting. For more information, please go to [singaporepools.com.sg/open](https://singaporepools.com.sg/open).

### **Extension of Prize Validity Period.**

5. In light of the suspension of Prize Payment services since 7 April 2020, the validity periods for eligible prize-winning tickets for all lottery draws, sports and horse racing events held between **Thursday, 10 October 2019 to Sunday, 5 April 2020 will be extended by an additional 90 days, from the ticket's original expiry dates.** Details are available at **Annex A.**

### **Enhanced Safe Management Measures**

6. Singapore Pools will implement safe management measures in line with the Government's guidelines. These include:
- a. Enhanced cleaning and social distancing measures, including on-ground assistants, visual signages and public education materials.
  - b. The conduct of all lottery draws (4D, TOTO, Singapore Sweep) will continue behind closed doors, in the presence of external auditors.
  - c. Singapore Pools will amend the Toto Game to cascade at the **second instead of the fourth consecutive draw** (applicable for Draws without a Group 1 Prize Winner) effective from **Thursday, 25 June 2020**, until further notice. This is to prevent over-crowding at our outlets. For more information, please go to [www.singaporepools.com.sg/totochange](http://www.singaporepools.com.sg/totochange).
  - d. Customers' safety and well-being remains our top priority amidst the COVID-19 situation. Singapore Pools encourages all customers, especially high-risk groups, to utilise our online account betting channel as their primary mode of transaction. Singapore Pools Account registration details are available at <https://online.singaporepools.com/en/account/registration>. To minimise the risk of COVID-19 transmission, customers visiting our outlets are advised to avoid peak hours and adhere to all safe management measures at our outlets.

7. Singapore Pools would like to thank our customers for their patience and continued support. We will monitor and assess our operations closely to ensure safe management measures for the safety of all our customers. For further enquiries, customers can contact our Customer Service hotline at 6786 6688 or email [customerservice@sgpoolz.com.sg](mailto:customerservice@sgpoolz.com.sg).

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## About Singapore Pools

Singapore Pools was established by the Singapore government on 23 May 1968 to provide safe and trusted betting to counter illegal gambling. As a not-for-profit organisation, all of Singapore Pools' surpluses is channelled to Tote Board to fund a wide range of causes in social service, community development, sports, arts, education and health sectors. Since 2004, over \$5 billion have been channelled to Tote Board. In addition, Singapore Pools also contributes about \$2 billion annually to the Government in the form of taxes and duties.

Our responsible gaming practices have been awarded the highest level of certification (Level 4) by the World Lottery Association's Responsible Gaming Framework since 2012; with re-certification in 2015 and 2019.

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