

SINGAPORE POOLS ACCOUNT ACCOUNT REACTIVATION GUIDE

PLAY RESPONSIBLY

Stay Legal. | National Problem Gambling
Bet With Care. | Helpline: **1800-6-668-668**



ACCOUNT REACTIVATION GUIDE

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If you notice that you or somebody you know may be gambling excessively, call the [National Problem Gambling Helpline](#) today at 1800-6-668-668.



Registration

Account Setup



Account Information

Select your identification type & enter your details as per your official document

Identification Type

NRIC



Identification Number

Enter Identification Number

NRIC/FIN entered already exists.

Name

Enter Name

Please provide your full legal name as per your NRIC/Passport, including any special characters.

Nationality

Select Country



Date of Birth

DD/MM/YYYY

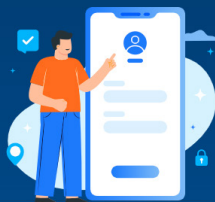


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Singapore Pools Account comes with features that

help you manage your betting activities online, allowing for more discipline when you bet.



Login

Username

Enter username

[Forgot Username?](#)

Password

Enter password

[Forgot Password?](#)

Log In

Don't have an account? [Sign Up](#)

Step 1: Determine if your account needs reactivation. When signing up for an account, you are prompted that there is an existing account with your NRIC.

Step 2: Proceed to the login page and login to your account. If you have forgotten your username and password, select 'Forgot Username' or 'Forgot Password' to reset them.

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Declaration



Read and Confirm

1. I am above 21 years of age and I am aware that underage gambling is an offence under Gambling Control Act 2022.
2. I currently reside in and maintain a place of abode at the address provided within this Online Registration Form, and I undertake to inform Singapore Pools should there be any change to the address of my residence;
3. By using the service, I confirm that I am not a resident of the United States of America or of any country whose laws as are applicable to myself, which prohibit the purchase of Singapore Pools' products;
4. I am not an undischarged bankrupt, and I will inform Singapore Pools should any bankruptcy notice or bankruptcy petition be served on me or if any act of bankruptcy has been committed by me;
5. I am not under any [Casino Exclusion Order](#) and I will inform Singapore Pools if any Casino Exclusion Order has been served on me;
6. I hereby consent to Singapore Pools conducting credit, probity and other verification checks on me through third-party sources such as the National Council on Problem Gambling ("NCPG") and law enforcement authorities and to collect, use and/or disclose any information on or relating to me and/or my Betting Account. I further consent to Singapore Pools using or disclosing information on or relating to me and/or my Betting Account to the NCPG for the purposes of such checks, and to the NCPG providing information relating to any exclusion orders made against me under Sections 162, 165, 165A(1)(a), 165A(1)(b) and 165C of the Casino Control Act (Cap 33A) to Singapore Pools for such purposes; and
7. I agree to be bound by the [Account Opening and Operating Terms and Conditions](#) and the respective [Game Rules](#) which I have read and understood.

☒ I agree with the above

Agree and Continue

Step 3: Click 'Agree and Continue'

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9:41

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3. By using the service, I confirm that I am not a resident of the United States of America or of any country whose laws as are applicable to myself, which prohibit the purchase of Singapore Pools' products;
4. I am not an undischarged bankrupt, and I will inform Singapore Pools should any bankruptcy notice or bankruptcy petition be served on me or if any act of bankruptcy has been committed by me;
5. I am not under any [Casino Exclusion Order](#) and I will inform Singapore Pools if any Casino Exclusion Order has been served on me;
6. I hereby consent to Singapore Pools conducting credit, probity and other verification checks on me through third-party sources such as the National Council on Problem Gambling ("NCPG") and law

4. I am not [undischarged bankrupt](#), and I will inform Singapore Pools should any bankruptcy notice or bankruptcy petition be served on me or if any act of bankruptcy has been committed by me;
5. I am not under any [Casino Exclusion Order](#) and I will inform Singapore Pools if any Casino Exclusion Order has been served on me;
6. I hereby consent to Singapore Pools conducting credit, probity and other verification checks on me through third-party sources such as the National Council on Problem Gambling ("NCPG") and law enforcement authorities and to collect, use and/or disclose any information on or relating to me and/or my Betting Account. I further consent to Singapore Pools using or disclosing information on or relating to me and/or my Betting Account to the NCPG for the purposes of such checks, and to the NCPG providing information relating to any exclusion orders made against me under Sections 162, 165, 165A(1)(a), 165A(1)(b) and 165C of the Casino Control Act (Cap 33A) to Singapore Pools for such purposes; and
7. I agree to be bound by the [Account Opening & Operating Terms and Conditions](#) and the respective [Game Rules](#) which I have read and understood.

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Agree and Continue

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Account Information



Retrieve with Singpass

ⓘ Usage of Singpass to retrieve personal data is a once-off request for form filling & verification.

Register quickly with MyInfo, using Singpass for easy form-filling with government data. [Find out more about MyInfo.](#)

- Myinfo with Singpass: Estimated 2 to 5 minutes to complete and usually processed within 1 hour.
- Manual Form: Estimated 10 minutes to complete and usually processed within 2 days.

[Fill In Manually](#)

[Retrieve Myinfo with singpass](#)

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Step 4: Select method for reactivation, i.e. Singpass or manual videocall.

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4G 59%

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[Fill In Manually](#)

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FREQUENTLY ASKED QUESTIONS

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Registration

Account Setup

Account Information

Select your identification type & enter your details as per your official document

Identification Type

NRIC

Identification Number

■■■■■■■■■■

NRIC/FIN entered already exists.

Name

Enter Name

Please provide your full legal name as per your NRIC/Passport, including any special characters.

Nationality

Select Country

Date of Birth

DD/MM/YYYY

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Question

Why do I need to reactivate my Singapore Pools Account?

Answer

Reactivation is required for the following reasons:

1. Accounts that did not complete the identity verification process within 90 days from the date of registration.
2. Accounts that were previously active but became dormant.

For accounts that requires reactivation, a message will be shown to prompt users to complete the reactivation process.

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