

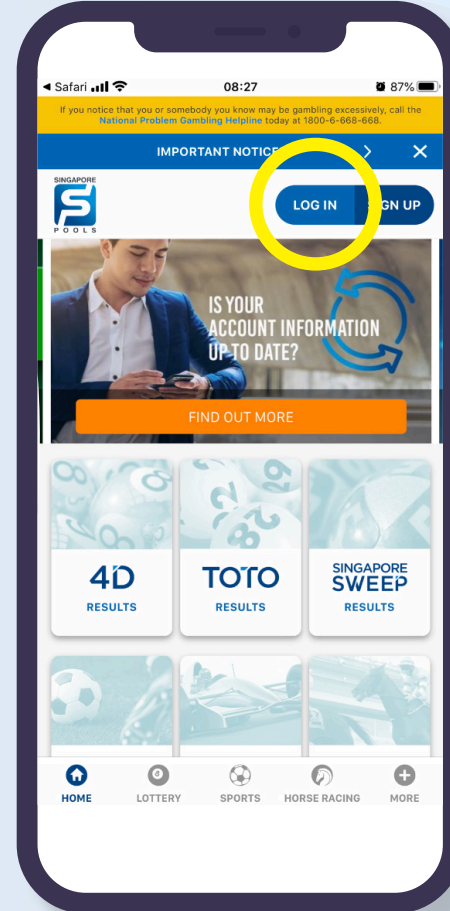
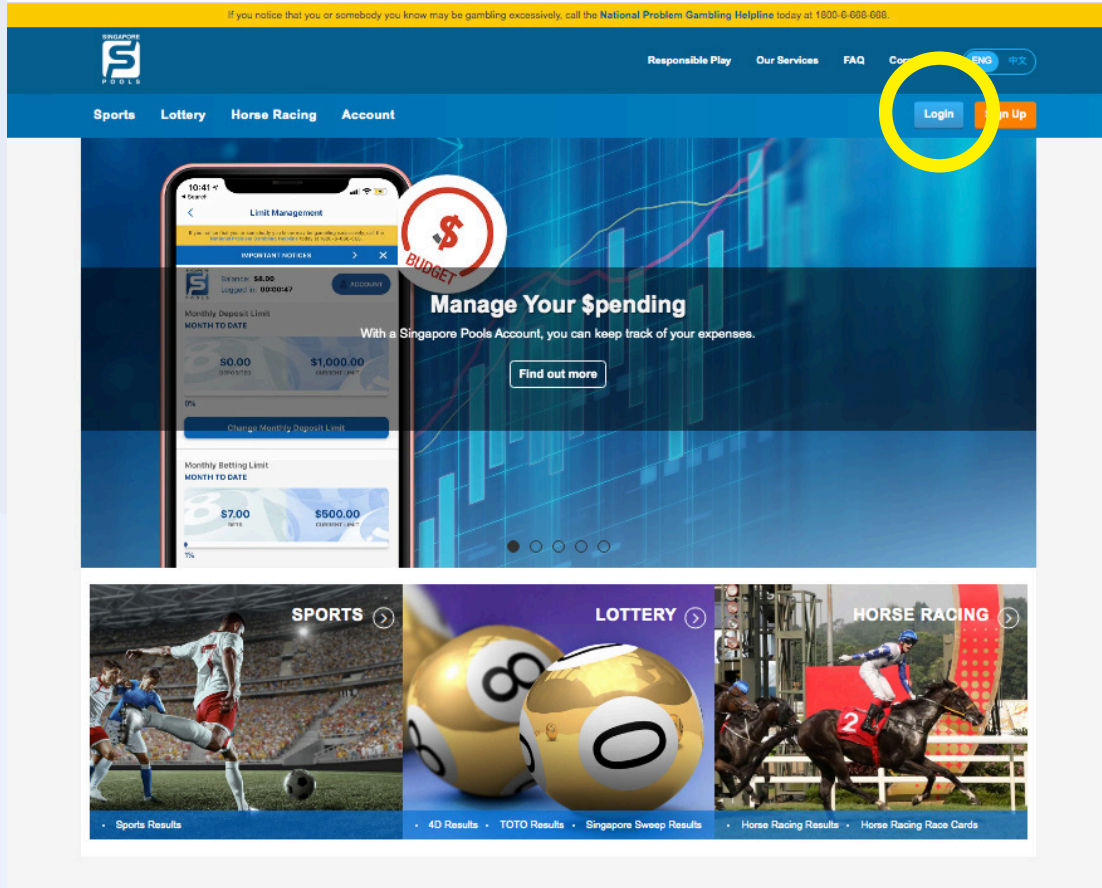
SINGAPORE POOLS ACCOUNT ACCOUNT MANAGEMENT GUIDE

PLAY RESPONSIBLY

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



ACCOUNT UPDATE



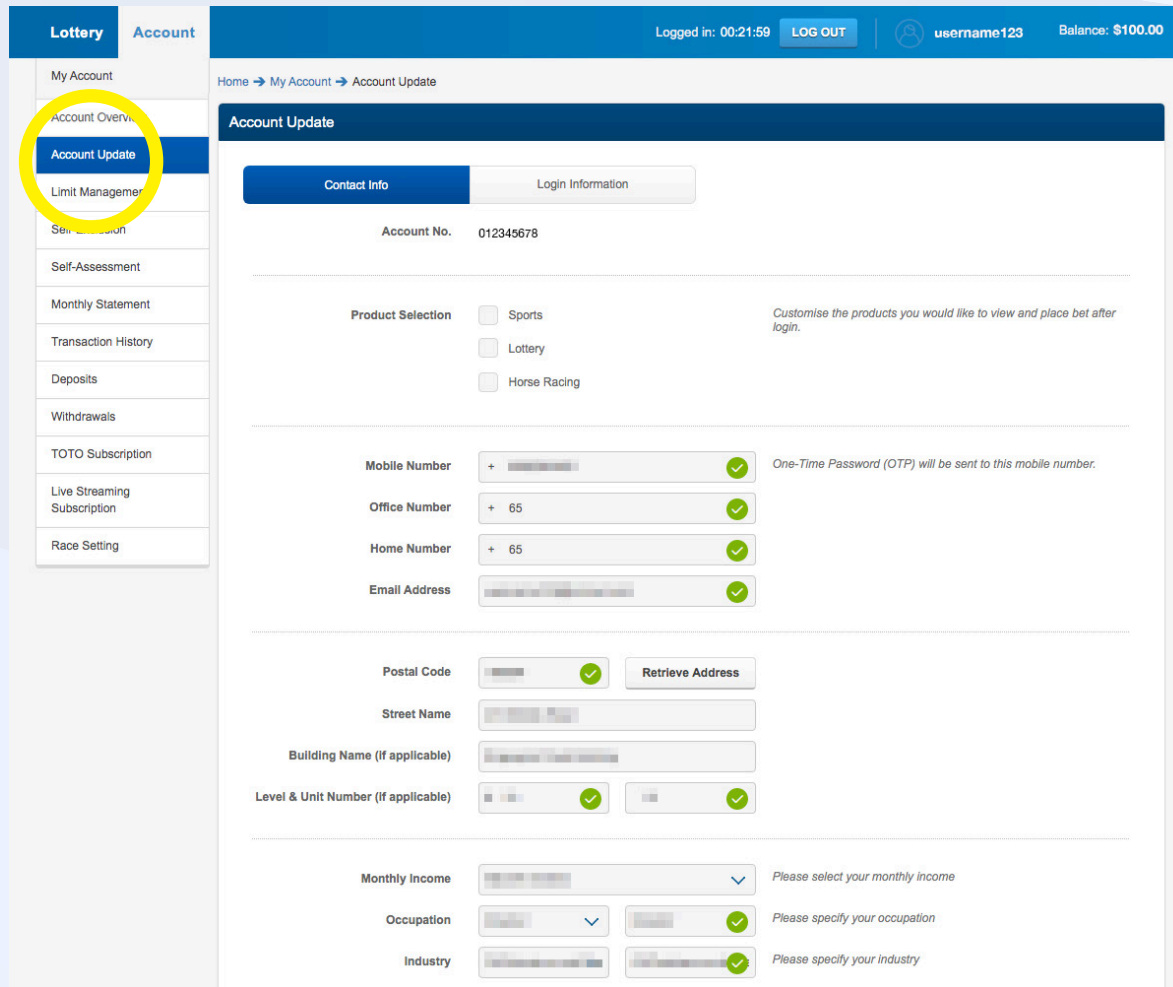
NOTE THE FOLLOWING:

- Click “Login” button to sign into your account (Web/App)

PLAY RESPONSIBLY

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

ACCOUNT UPDATE



Lottery Account Logged in: 00:21:59 **LOG OUT** username123 Balance: \$100.00

Home → My Account → Account Update

Account Update

Contact Info Login Information

Account No. 012345678

Product Selection ☐ Sports ☐ Lottery ☐ Horse Racing Customise the products you would like to view and place bet after login.

Mobile Number + [redacted] ✓ One-Time Password (OTP) will be sent to this mobile number.

Office Number + 65 ✓

Home Number + 65 ✓

Email Address [redacted] ✓

Postal Code [redacted] ✓ **Retrieve Address**

Street Name [redacted]

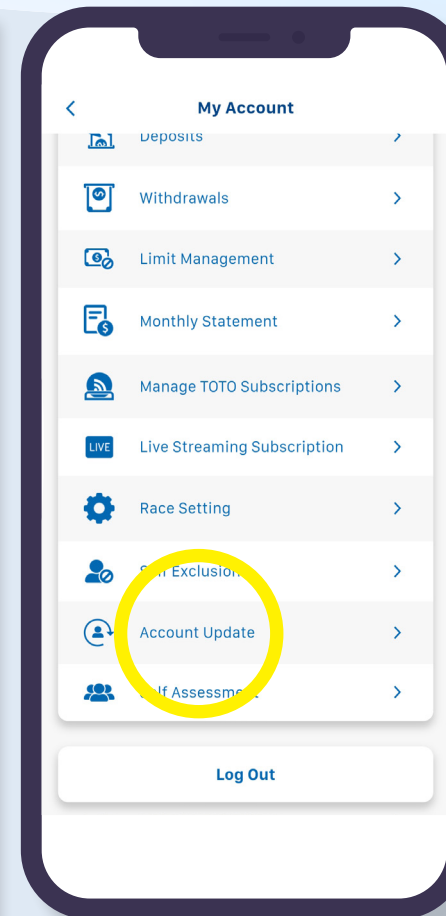
Building Name (if applicable) [redacted]

Level & Unit Number (if applicable) [redacted] ✓ [redacted] ✓

Monthly Income [redacted] ✓ Please select your monthly income

Occupation [redacted] ✓ Please specify your occupation

Industry [redacted] ✓ Please specify your industry



NOTE THE FOLLOWING:

- Select “Account Update” on the left side menus (Web)
- Click on Account and select Account Update. (App)

PLAY RESPONSIBLY

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

ACCOUNT UPDATE

Logged in: 00:21:59 [LOG OUT](#) username123 Balance: \$100.00

Home → My Account → Account Update

Account Update

Contact Info

Login Information

Account No. 012345678

Product Selection

☐ Sports
☐ Lottery
☐ Horse Racing

Customise the products you would like to view and place bet after login.

Mobile Number

+ [Redacted] ✓

One-Time Password (OTP) will be sent to this mobile number.

Office Number

+ 65 [Redacted] ✓

Home Number

+ 65 [Redacted] ✓

Email Address

[Redacted] ✓

Postal Code

[Redacted] ✓

[Retrieve Address](#)

Street Name

[Redacted]

Building Name (If applicable)

[Redacted]

Level & Unit Number (If applicable)

[Redacted] ✓ [Redacted] ✓

Monthly Income

[Redacted] ▼

Please select your monthly income

Occupation

[Redacted] ▼ [Redacted] ✓

Please specify your occupation

Industry

[Redacted] [Redacted] ✓

Please specify your industry

Account Update

ACCOUNT NO. 013415610

[Change Online Betting Password](#)

[Change Tele Betting Pin](#)

Account Information

Product Selection

Customise the products you would like to view and place bet after login.

☒ Sports ☒ Lottery ☒ Horse Racing

Mobile Number

+ 6596742272

Office Number

+ 65 [Redacted]

Home Number

+ 65 [Redacted]

HOME

LOTTERY

SPORTS

HORSE RACL...

MORE

NOTE THE FOLLOWING:

Under Contact Information, you can update your -

- Product Selection
- Mobile Number
- Office Number
- Home Number
- Email Address
- Singapore Residential Address
- Preferred Language For Phone Betting
- Preferred Mode Of Communication

Account Update

RESIDENTIAL ADDRESS (AS PER OFFICIAL DOCUMENT)

Postal Code

578415

[Retrieve Address](#)

Street Name

33 Jalan Chempedak

Building name

If applicable

Sembawang Hills Estate

Unit number

If applicable

Unit [Redacted] - No. [Redacted]

MONTHLY INCOME & OCCUPATION

[Redacted]

HOME

LOTTERY

SPORTS

HORSE RACL...

MORE

PLAY RESPONSIBLY

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ACCOUNT UPDATE

Monthly Income

Select

Please select your monthly income

Occupation

Select

Please enter your occupation

Industry

Select

Please enter your industry

Preferred Language for Phone Access

☒ English

☐ Chinese

Email Newsletters

☒ TOTO Results (after each draw)

Please select what information you would like to receive via email.

☒ 4D Results (after each draw)

☒ Singapore Sweep Results (after each draw)

☒ Sports (weekly)

☒ Singapore Pools News (once every two months)

Other Events and/or Activities

☒ I would like to receive information on other events and/or activities. If any, via:

Please select if and how you would like to receive information on other events and/or activities.

☒ Email

☐ SMS

☐ Phone

☐ Post

☐ I do not wish to receive any of the above information.

You may be contacted via any of the contact information as provided by you for operational and/or account-related matters.

Sports Bet Slip Preferences

☐ Always accept odds changes.

Subscribe Horse Racing Channel

Please complete and email the [Horse Racing Channels subscription form](#) to customerservice@sgpoolz.com.sg. Contact our Customer Service at **6786 6688** for assistance.

CANCEL

VERIFY

Account Update

☐ Post

☐ Phone

☐ I do not wish to receive any of the above information.

You may be contacted via any of the contact information as provided by you for operational and/or account-related matters.

Sports Bet Slip Preferences

☐ Always accept odds changes.

Subscribe Horse Racing Channel

Please complete and email the [Horse Racing Channels subscription form](#) to customerservice@sgpoolz.com.sg. Contact our Customer Service at **6786 6688** for assistance.

Cancel

Verify

HOME

LOTTERY

SPORTS

HORSE RACI...

MORE

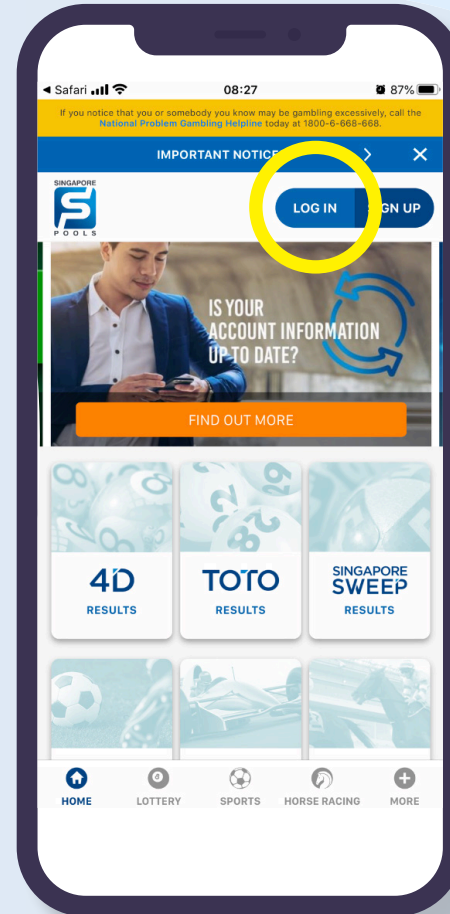
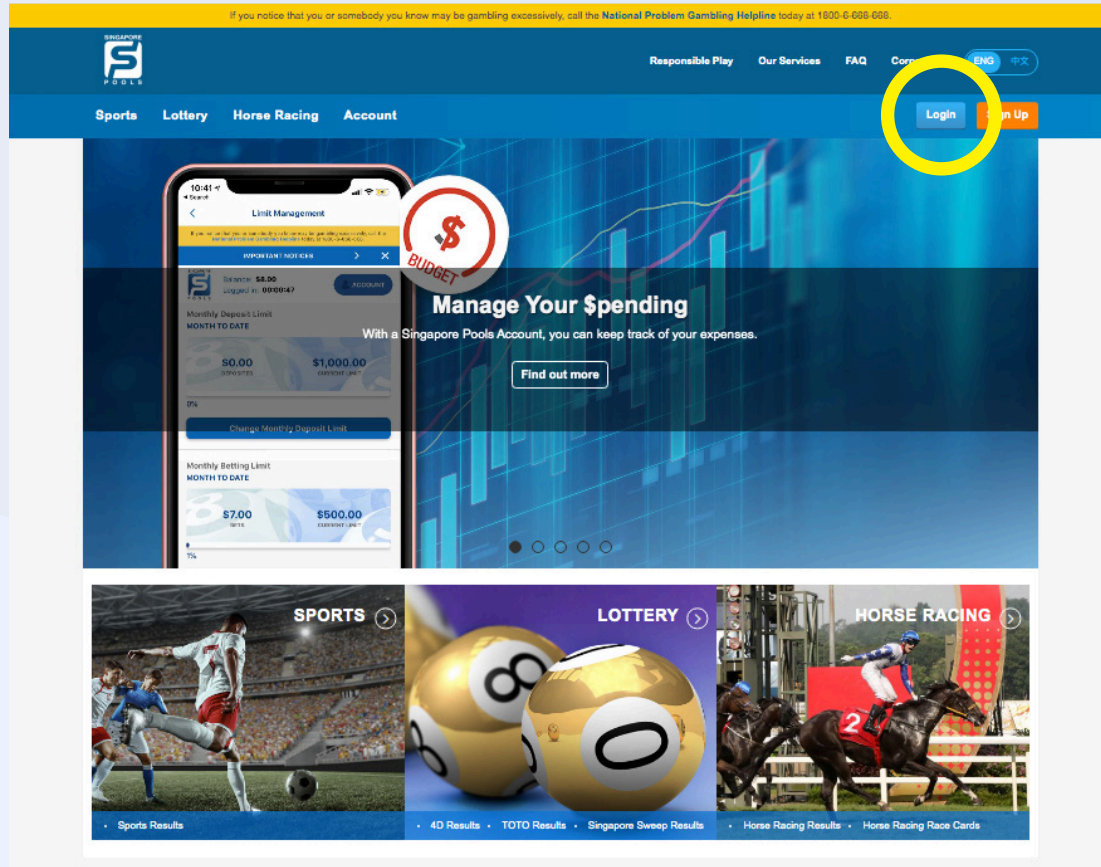
NOTE THE FOLLOWING:

- Click **VERIFY** if no changes are required or click **CONFIRM** to complete update. (Web/App)

PLAY RESPONSIBLY

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

LIMIT MANAGEMENT



NOTE THE FOLLOWING:

- Click “Login” button to sign into your account (Web/App)

PLAY RESPONSIBLY

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

LIMIT MANAGEMENT

Sports Lottery Horse Racing Account Logged in: 00:03:25 **LOG OUT** emilywmj Balance: \$21.00

Home → My Account → Limit Management

Limit Management

Deposited \$0.00 0% Current Limit \$500.00

Change Monthly Deposit Limit Select \$

Bets \$7.00 2% Current Limit \$400.00

Change Monthly Betting Limit \$500 \$ 500

Increase Betting Limit Temporarily

Consider choosing "Yes" to help you better manage your betting expenses. The new betting limit of \$500 will be reverted to the current limit of \$400 at the end of your chosen validity period.

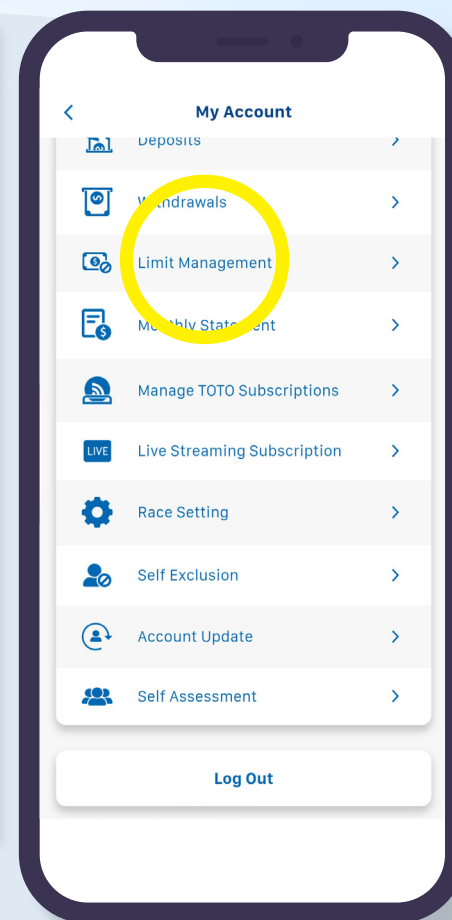
☒ Yes ☐ No

Valid till Select

Enter Password

Note:
You may use this Affordability Calculator for guidance in setting appropriate Betting and Deposit Limits. Any increase to your Monthly Betting and Deposit Limits will only take effect after 24 hours. Any reduction will take immediate effect.

CANCEL CONFIRM



NOTE THE FOLLOWING:

- Select "Limit Management" on the left side menus (Web)
- Click on Account and select Limit Management. (App)

PLAY RESPONSIBLY

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

LIMIT MANAGEMENT

My Account

Account Overview

Account Update

Limit Management

Self-Exclusion

Self-Assessment

Monthly Statement

Transaction History

Deposits

Withdrawals

TOTO Subscription

Live Streaming Subscription

Race Setting

Home → My Account → Limit Management

Limit Management

Deposited
\$0.00

0%

Current Limit
\$500.00

Change Monthly Deposit Limit

Select

\$

Bets
\$7.00

2%

Current Limit
\$400.00

Change Monthly Betting Limit

\$500

\$ 500

Increase Betting Limit Temporarily

Consider choosing "Yes" to help you better manage your betting expenses. The new betting limit of \$500 will be reverted to the current limit of \$400 at the end of your chosen validity period.*

☒ Yes

☐ No

Valid till

Select

Enter Password

CANCEL

CONFIRM

Note:

You may use this [Affordability Calculator](#) for guidance in setting appropriate Betting and Deposit Limits. Any increase to your Monthly Betting and Deposit Limits will only take effect after 24 hours. Any reduction will take immediate effect.

CANCEL

Change Monthly Betting Limit

Change Monthly Betting Limit

\$500

500

Increase Betting Limit Temporarily

Consider choosing "Yes" to help you better manage your betting expenses. The new betting limit of \$500 will be reverted to the current limit of \$400 at the end of your chosen validity period."

☒ Yes

☐ No

Valid till

Select

Password

Your password

Note:

You may use this [Affordability Calculator](#) for guidance in setting appropriate Betting and Deposit Limits. Any increase to your Monthly Betting and Deposit Limits will only take effect after 24 hours. Any reduction will take immediate effect.

NOTE THE FOLLOWING:

- Increase in limits take effect 24 hours after your submission.
- Reduction of limits takes effect immediately.
- You can update your Monthly Deposit Limit and Monthly Betting Limit.
- You may choose to increase Betting Limit on a temporary basis to better help you manage your betting expenses. (Web/App)

PLAY RESPONSIBLY

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

LIMIT MANAGEMENT

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.

5 Responsible Play Our Services FAQ Corporate ENG 中文

Sports Lottery Horse Racing **Account** Logged in: 00:03:20 LOG OUT kellymo Balance: \$0.00

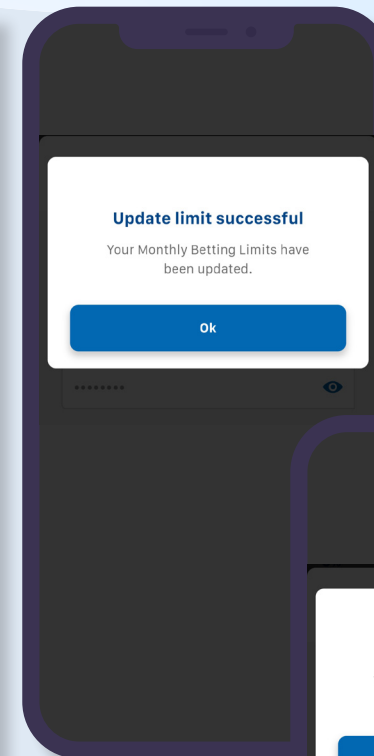
My Account
Account Overview
Account Update
Limit Management
Self-Exclusion
Self-Assessment
Monthly Statement
Transaction History
Deposits
Withdrawals
TOTO Subscription
Live Streaming Subscription
Race Setting

Home → My Account → Limit Management

Limit Management

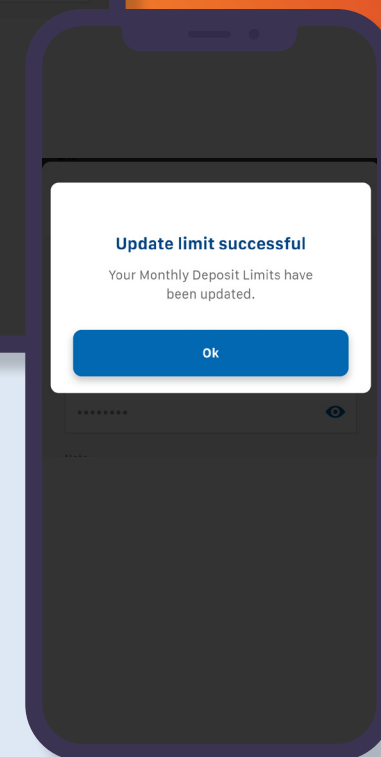
Your Monthly Deposit and/or Betting Limits have been updated.

Your new Monthly Deposit Limit of \$500.00 will be applicable from Tue, 1 Dec 2020, 6:49pm.



NOTE THE FOLLOWING:

- Click CONFIRM to complete update. You will see a message indicating that the limits have been updated. (Web/App)



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Bet With Care. | Helpline: **1800-6-668-668**

FORGOTTEN PASSWORD/PIN/USERNAME

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.

SINGAPORE
POOLS

Safer Play Our Services FAQ Corporate ENG 中文

Sports Lottery Horse Racing Account Username Password LOGIN Forgot Login? SIGN UP

LOGIN

[Forgot Login?](#)

Username

Password

LOGIN

Don't have an account yet? [Sign up here.](#)

CANCEL Login

[Forgot Login?](#)

Account Login

Username

Your username

Password

Your password

Don't have an account yet? [Sign up here.](#)

Login

NOTE THE FOLLOWING:

- Select the “Forgot Login?” link at the top right. (Web)
- Click on Log in. Click the “Forgot Login?” link. (App)

PLAY RESPONSIBLY

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

FORGOTTEN PASSWORD/PIN/USERNAME

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.

SINGAPORE Pools

Sports Lottery Horse Racing

FAQ Corporate ENG 中文

LOGIN Forgot Login? SIGN UP

Forgot Login?

NRIC/FIN Foreign Passport

☐ Retrieve Username ☒ Reset Password ☐ Reset PIN

NRIC Number or FIN

Mobile Number

+ 65

[CANCEL](#) [SUBMIT](#)

Don't have an account yet? [Sign up here.](#)

< **Forgot Login?**

NRIC / FIN Foreign Passport

☐ Username ☒ Password ☐ Pin

NRIC Number or FIN

Your NRIC/FIN/Passport No.

Mobile Number

+ 65

Submit

NOTE THE FOLLOWING:

- Select which login information you have forgotten – username/ password/PIN. (Web/App)

PLAY RESPONSIBLY

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

FORGOTTEN PASSWORD/PIN/USERNAME

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.

SINGAPORE Pools

Sports Lottery Horse Racing

FAQ Corporate ENG 中文

LOGIN Forgot Login? SIGN UP

Forgot Login?

NRIC/FIN Foreign Passport

☐ Retrieve Username ☒ Reset Password ☐ Reset PIN

NRIC Number or FIN

Mobile Number

+ 65

CANCEL SUBMIT

Don't have an account yet? Sign up here.

< Forgot Login?

NRIC / FIN Foreign Passport

☐ Username ☒ Password ☐ Pin

NRIC Number or FIN

Your NRIC/FIN/Passport No.

Mobile Number

+ 65

Submit

NOTE THE FOLLOWING:

- Enter your NRIC number or FIN, and your registered mobile number. (Web/App)
- If you have changed your mobile number, contact Customer Service (6786 6688) to update your new mobile number

PLAY RESPONSIBLY

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

FORGOTTEN PASSWORD/PIN/USERNAME

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.

SINGAPORE POOL

Safer Play Our Services FAQ Corporate ENG 中文

Sports Lottery Horse Racing Account

Username Password LOGIN Forgot Login? SIGN UP

Success

Your Username is username123

LOGIN

Don't have an account yet? [Sign up here.](#)

SINGAPORE POOL

LOG IN SIGN UP

MANAGE

Your username is username123

Login

4D RESULTS

TOTO

SINGAPORE

NOTE THE FOLLOWING:

- A One-Time Password (OTP) will be sent to your registered mobile number. (Web/App)
- After entering the OTP, your username will be displayed or you will be prompted to create a new password/PIN. (Web/App)

Reset Password

Enter One-Time Password (OTP) sent to Mobile No. +65****1234

Resend OTP

One-Time Password (OTP) is sent to your mobile number in our records.

New Password

Password must be at least 8 characters long, with at least 1 alphabet (A-Z) and 1 number (0-9). Symbols (!@#\$%^&*!) can be used. Password is case-sensitive.

Confirm New Password

CANCEL SUBMIT

Reset PIN

Enter One-Time Password (OTP) sent to Mobile No. +65****1234

Resend OTP

One-Time Password (OTP) is sent to your mobile number in our records.

New PIN

PIN must be 6 numbers (0-9).

Confirm New PIN

CANCEL SUBMIT

CANCEL Reset Password

Enter One-Time Password (OTP) sent to Mobile No. +65****1234

ONE-TIME PASSWORD

OTP Resend OTP

New Password

Your new password

Confirm New Password

Your confirm password

Submit

CANCEL Reset PIN

Enter One-Time Password (OTP) sent to Mobile No. +65****1234

ONE-TIME PASSWORD

OTP Resend OTP

New PIN

Your new pin

Confirm New PIN

Your confirm pin

Submit

PLAY RESPONSIBLY

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

PLAY RESPONSIBLY

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

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