

# SINGAPORE POOLS ACCOUNT IDENTITY VERIFICATION GUIDE

## PLAY RESPONSIBLY

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



# LOGIN WITH YOUR CHOSEN NAME AND PASSWORD

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.

**LOGIN** [Forgot Login?](#)

Username

Password

**LOGIN**

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

© Copyright Singapore Pools  
Singapore Pools takes a strong Play Responsibly stand. Customers should play our games just for a little flutter and it must not adversely affect their finances or lifestyle. Our game rules do not allow any person under the age of 18 to place a bet or claim a winning ticket prize. Account betting is only available to those above 21 years old. Any information, statistics or editorials which originate from third-party service providers (e.g. event-related content, venue information, scores, timings or results) and are displayed here, are intended for general information purposes only. We accept no responsibility for bets placed in reliance on the same. You are encouraged to read our Terms and Conditions and Privacy Policy before proceeding. Please exit if you are under 18.

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WORLD LOTTERY ASSOCIATION  
CERTIFIED  
WLG RESPONSIBLE GAMING  
FRAMEWORK  
LEVEL 4 / VALID UNTIL 2022

Recipient of  
**SKILLSfuture**  
Employer Awards

AA online.singaporepools.com

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## NOTE THE FOLLOWING:

- You will receive an OTP upon clicking login.

Enter One-Time Password (OTP) sent to your mobile phone.

**Resend OTP**

**CANCEL**

**SUBMIT**

REG

PREV

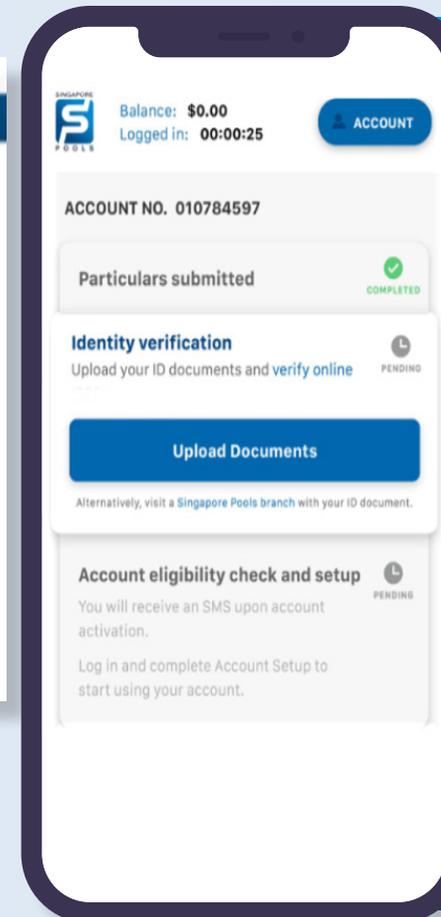
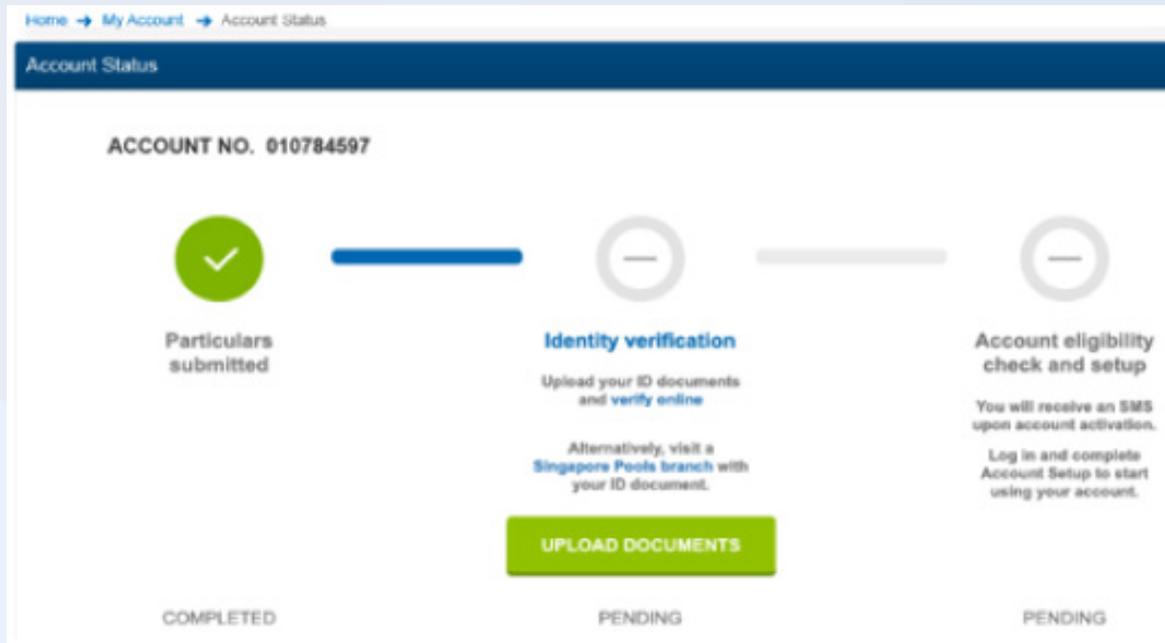
Text Message Today 9:19 AM

Your one time password is:  
**203232**

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# UPLOAD YOUR DOCUMENTS



## NOTE THE FOLLOWING:

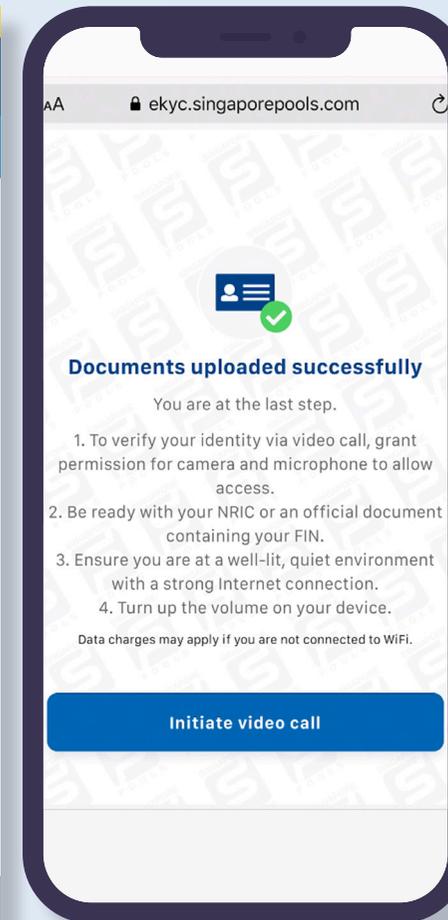
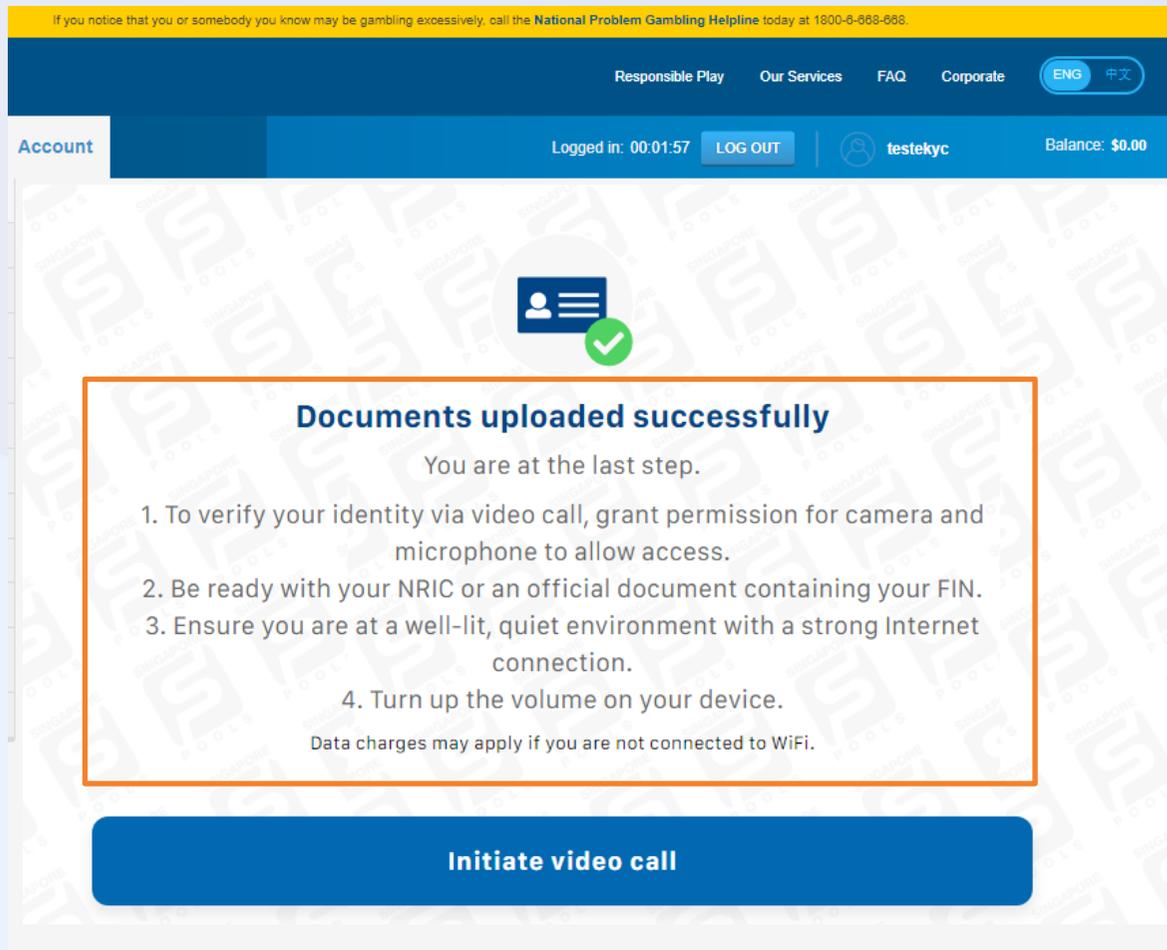
- Enable “Allow pop-up” for your browser.
- For Fin Holders, please upload a supporting document with proof of residential address.
- If you are uploading a SCDF/SPF ID, please upload the front page of your passport in supporting document.
- Visit a Singapore Pools branch with your verification document if you wish to do inperson verification. You do not have to upload your documents if so.
- Upload Image files only (JPG,TIG, PNG, GIF, BMP or TIFF)

Please see link for more reference:  
<https://www.singaporepools.com.sg/en/faq/Pages/account-registration.html>

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# TAKE NOTE OF SCREEN INSTRUCTIONS

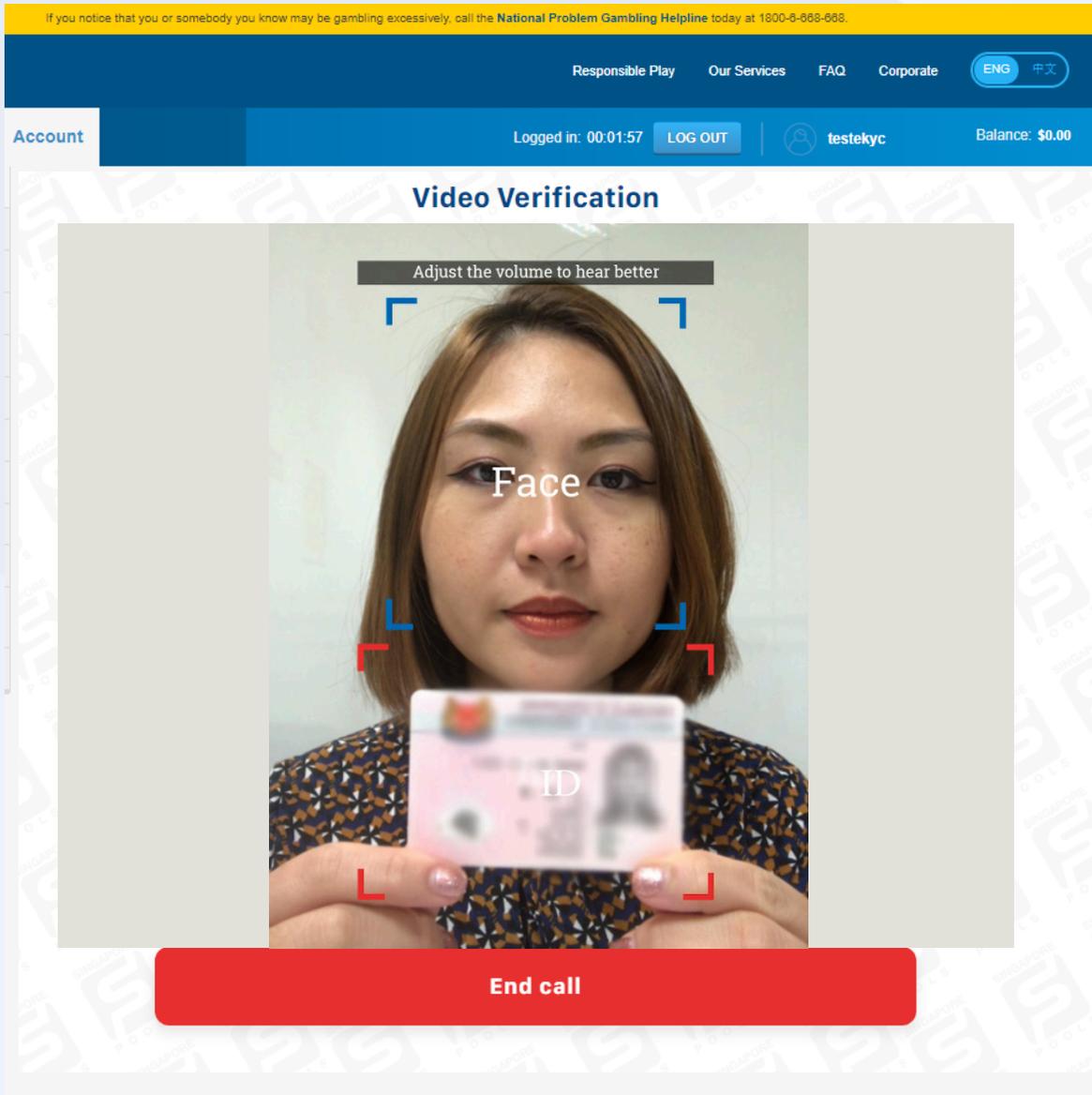


## NOTE THE FOLLOWING:

- Recommended browser:
  - Use Google Chrome browser for Android/Windows devices
  - Use Safari for Apple devices
- Have your ID document on hand.

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# INITIATE VIDEO CALL TO CONNECT TO OUR CUSTOMER SERVICE REPRESENTATIVE



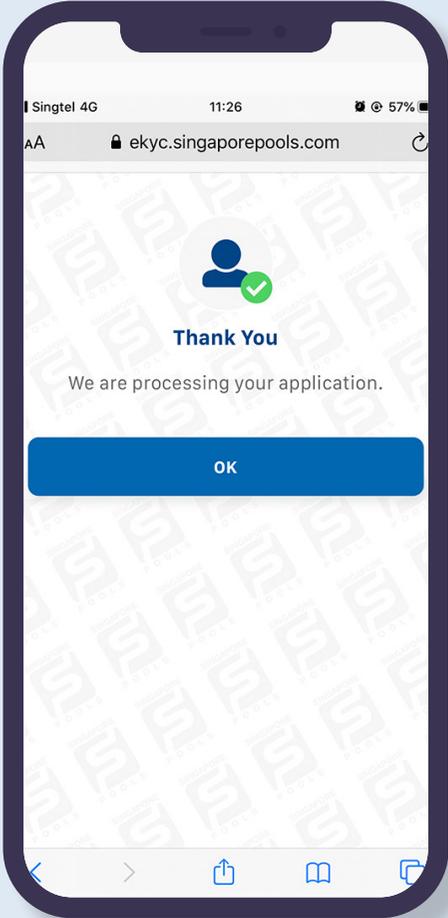
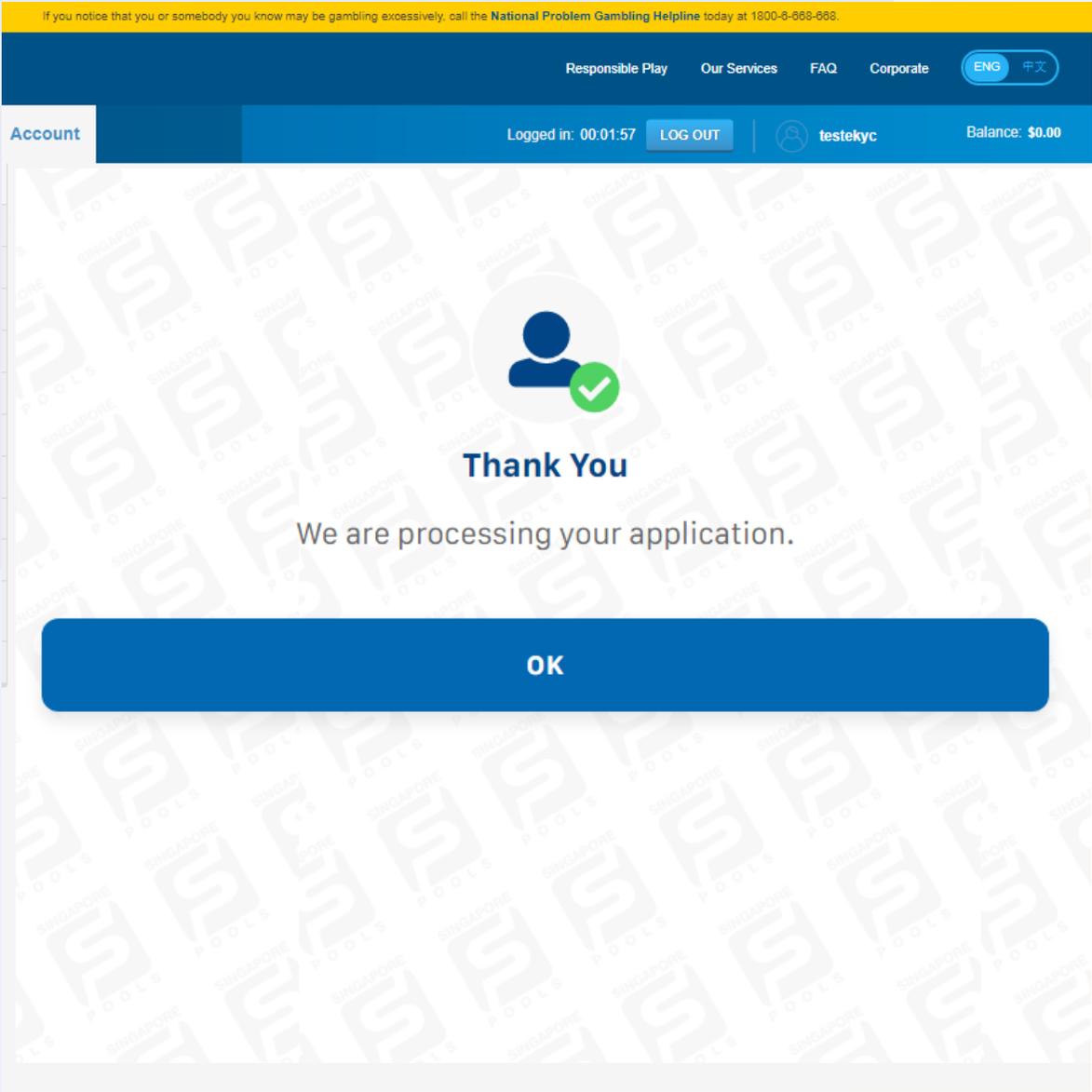
## NOTE THE FOLLOWING:

- Once connected, you will hear our customer service representative greeting you.
- Place your ID in the red box under your chin.

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# THE VERIFICATION PROCESS IS NOW COMPLETED



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# RECEIVE SMS WHEN ACCOUNT IS READY, LOGIN AND COMPLETE YOUR PROFILE TO USE YOUR ACCOUNT.

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Responsible Play Our Services FAQ Corporate **EMO** **SG**

Sports Lottery Horse Racing **Account** Logged In: 00:00:47 LOG OUT kellymo Balance: \$0.00

My Account Home → My Account → Account Setup

Account Overview

Account Update

Limit Management

Self-Exclusion

Self-Assessment

Monthly Statement

Transaction History

Deposits

Withdrawals

TOTO Subscription

Live Streaming Subscription

Race Setting

### Account Setup

Your account is almost ready  
Last Step: Complete Account Setup to start using your account.

Account No. 010792805

#### LIMIT MANAGEMENT

You may use this tool for guidance in setting appropriate Betting and Deposit Limits.

Monthly Deposit Limit  \$ This is the maximum amount you set for depositing into your account in a calendar month period.

Monthly Betting Limit  \$ This is the maximum amount you set for betting in a calendar month period.

#### EDUCATION & EMPLOYMENT

Education Level  Please select your highest education level attained.

Monthly Income  Please select your monthly income.

Occupation  Please specify your occupation.

Industry  Please specify your industry.

#### COMMUNICATIONS

Email Address  Enter a valid email address (e.g. name@domain.com).

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.

I do not wish to receive any of the above information. You may be contacted via any of the contact information as provided for you for operational and/or account-related matters.

#### PHONE BETTING AND SERVICES

You can place Sports, Lottery & Horse Racing bets via telephone. You will be required to log in with the following 6-digit PIN when using phone betting services.

Create PIN  PIN must be 6 numbers (0-9).

Re-enter PIN

**CONFIRM**

AA online.singaporepools.com

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SINGAPORE POOLS Sports Lottery

**LOGIN** **SIGN UP**

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