SINGAPORE POOLS ACCOUNT **TRANSACTION HISTORY GUIDE**

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

S					Responsible Play	Sports & Lottery Services	Sports & Lottery FAQ	Corporate	ENG	# <u></u>
Sports	Lottery	Horse Racing	Account			Username	Password	GIN Forgot L	ogin? <mark>S</mark> I	GN UP
				LOGIN		Forgot Login?				
				Username						
				Password						
						LOGIN				
					Don't have an accour	t vet? Sign up here.				
			_							

WEB

• Log in to your account and go to "Account" tab, select "Transaction History".

APP

• Log in to your account and go to "Account" tab, select "Transaction History". Tap on arrow icon (>) to view transaction history details.





WEB

• The view for "Time Period" is always default to "Today". Set the Time Period based on your requirement and click Search.

APP

• The view for "Time Period" is always default to "Today". Tap on "Filter" button to view other time periods. Set the Time Period based on your requirement and tap on Apply. Note that Time Period is based on transaction date.



<text>



PLAY RESPONSIBLY



WEB

• Customise your search based on the bet type and bet status and click Search.

APP

• Customise your search based on the bet type and bet status and tap Apply.

Note: In the event of live betting, customer can filter by product to check on the bet status which will also include "pending" bets.





PLAY RESPONSIBLY



WEB

• Click on the arrow icon (v) to view the bet details.

APP

• Tap on the selected bet to expand the bet details.

Friendly tip: Always check your transaction history after bet placement to ensure your bet is successfully placed.





PLAY RESPONSIBLY



WEB

• Click on "Download" button to save a copy of your transaction history in PDF format.

APP

• Tap on 'Download' button to save a copy of your transaction history in PDF format.





PLAY RESPONSIBLY



SINGAPORE POOLS ACCOUNT

ACCOUNT NUMBER:

TRANSACTION HISTORY

Page 1 of 1 Generated on 07/04/2022 13:46

From 9 March 2022 to 7 April 2022

TRANSACTI ON DATE & TIME	ТҮРЕ	CHANNEL	SELECTION / DETAILS	AMOUNT	DRAW / EVENT DATE & TIME	STATUS / RECEIPT NO.	PAYOUT / WINNINGS
30 Mar 2022 09:22 AM	Deposit	Phone (Agent)	CSH-D-Y	\$ 500.00	-	-	-
31 Mar 2022 02:44 PM	TOTO TOTO Ordinary	Web	1,2,3,4,5,6 Self Pick	\$ 1.00	31 Mar 2022 06:30 PM	Settled B/0042708/0000004	\$ 20,834.00
31 Mar 2022 02:44 PM	TOTO TOTO Ordinary	Web	13,16,19,25,36,47 Self Pick	\$ 1.00	31 Mar 2022 06:30 PM	Settled B/0042708/0000004	\$ 0.00
31 Mar 2022 02:44 PM	4D Ordinary (Big)	Web	1234 Self Pick	\$ 2.00	02 Apr 2022 06:30 PM	Settled B/0042708/0000004	\$ 240.00
31 Mar 2022 02:44 PM	4D Ordinary (Big)	Web	6456 Self Pick	\$ 1.00	02 Apr 2022 06:30 PM	Settled B/0042708/0000004	\$ 0.00
31 Mar 2022 02:45 PM	Football	Web	German League - Freiburg vs Bayern Munich - 1X2 Bayern Munich @ 1.40	\$ 2.00	02 Apr 2022 09:30 PM	Placed O/0050788/0000001	-
31 Mar 2022 02:47 PM	Horse Wagering	Web	U1 AU2 PLA 3	\$ 5.00	31 Mar 2020 09:50 AM	Settled 02800683	\$ 5.00
31 Mar 2022 02:47 PM	Horse Wagering	Web	U1 AU2 WIN 3	\$ 5.00	31 Mar 2020 09:50 AM	Settled 02800682	\$ 5.00
31 Mar 2022 02:56 PM	TOTO TOTO Ordinary	Web	2,4,20,25,27,41 Quick Pick	\$ 1.00	31 Mar 2022 06:30 PM	Settled B/0042708/0000005	\$ 0.00

Transaction history in pdf. (Web/App)

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

Country Lattern							
Sports Lottery	Horse Racing	Account		Logged in:	00:00:27 LOG OUT	Bala	
My Account	Home -> My Accou	int → Transaction History					
Account Overview	Transaction H	istory					
Account Update							
Limit Management	Bet Placed:						
Self-Exclusion	Payout:						
Self-Assessment	View Fund In/Fu	nd Out	Time Period	~		SEA	RCH
Monthly Statement		•		•			
Transaction History	Note: "Funds I	n/Out" may include bets tha	t are still being processe	ed. Click '<' icon (last colu	imn) to view bet details and sta	tus.	
Deposits		Date & Time		Туре	Description	Amount	
Withdrawals		Thu, 7 Apr 2022, 1.56p	om		TOTO System 7	-\$7.00	~
TOTO Subscription	Draw No.	Draw Date	Selected By	Bet Details	Statu Channel	Bet Receipt / Subscription Re	ference No.
Live Streaming Subscription	3779	Thu, 14 Apr 2022, 6.30pm	Quick Pick	1,15,22,31,33,41,43	Placed Web	B/0042708/0000006	3
Race Setting	Click here for 2019. Transa	Horse Racing transaction h ction history from more than	istory from 14 Apr to 14 16 months ago is availa		OWNLOAD	< Previous Next	>
	for a fee. (Contact our Customer Servio	e at 6786 6688 for help.				
	for a fee. (lantact our Customer Servic	e at 6786 6688 for heip				
© Copyright Engages # product # milliona et	For a fee. C Products Sports Lottary Honse Facing Single Peolo Solg lakes a strong Pay Teles Solg lakes a strong Pay Teles Solg lakes a strong Pay Teles of a strong Pay Teles o	Account Logn Sign Up Mobile App control participations and control a information, corres, parting on a information, corres, parting on a strongen participation of the second	e ef 0786 6688 for help 10 10 10 10 10 10 10 10 10 10	Information Sater Play Our Sarkose FAQ Contact Us Locate Outer Is subce of humit of Advert reversite of advert reversite of the outer reversite of the outer reversite of the outer set of your	Corporate Corporate Webai Who We Are Press Releases Careers Tander & Quotati version careers of theyte content care of theyte devices of the corporation for the corporation of theyte	Se ons Se estimate status do ner adverse ner y services de general teste de la service y services de consecutive y for best planed in	

Example of a quick-pick TOTO bet. (Web/App)



PLAY RESPONSIBLY

S		Safer Play Our Services FAQ Corporate
Sports Lottery	Horse Racing Account	Logged in: 00:00.27 LOC OUT Balance: Balance:
My Account	Home → My Account → Transaction History	у
Account Overview	Transaction History	
Account Update		
Limit Management	Month to Date Bet Placed:	
Self-Exclusion	Payout:	
Self-Assessment	View	Time Period
Monthly Statement		IUUdy V
Transaction History	Note: "Funds In/Out" may include bets th	hat are still being processed. Click '<' icon (last column) to view bet details and status.
Deposits	Date & Time	Type Description Amount
Withdrawals	Thu, 7 Apr 2022, 3.46pm	n 4D Ordinary (Big &mall)
TOTO Subscription	Draw No. Draw Date	Selected By Bet Details tatus nannel Bet Receipt / Subscription Reference No.
Live Streaming Subscription	4877 Sat, 16 Apr 2022, 6.30pm	a Self Pick 1889 - Big \$1 Small \$1 Placed Web B/0042708/0000007
Race Setting	Click here for Horse Racing transaction 2019. Transaction history from more th for a fee. Contact our Customer Ser	thistory from 14 Apr to 14 Oct POS DOWINLOAD Previous Next > the available Previous Next >
© Copyright Singapore Pr	Products Accor Sports Login Lottery Sign L Horse Racing Singapore Pools Mobile App Singapore Pools	Information Corporate Corporate Website jp Out Services Who Wa Are jp Out Services Who Wa Are Contract Us Careers Roleases Contract Us Careers Locate Outletion Tender & Quotations
under the ag providers (e. reliance on th	e of 18 to place a bet or claim a winning sloket prize. Accour g. event-related content, venue information, scores, timings te same. You are encouraged to read our Terms and Condi	nt betting private provide service and the service of the service statistics or calculate since originate from Netocarty service or meanly and a service provide of the service of the originate statistics or calculate since originate from Netocarty service boxes and hermaly Neticy Anthe providency. Please set () you and where () is
PLAY Stay Legal. Bet With Car	RESPONSIBLY National Problem Gambling re. Helpline: 1800-6-668-668	Walks CIFFER ASSECTIONS CERTIFIC CONTROL CARRIER PROVIDED AND ADDRESS AND ADDRESS AD

Example of a self-pick 4-D bet. (Web/App)



PLAY RESPONSIBLY

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Sports Lottery	Horse Racing Account		Logged in: 00:00:	27 LOG OUT	8	-	Balance:	
My Account	Home → My Account → Transactio	n History						
Account Overview	Transaction History							
Account Update								
Limit Management	Month to Date Bet Placed:							
Self-Exclusion	Payout:							
Self-Assessment	View	Time Period					SEARCH	
Monthly Statement		• Iouty	•				OLANON	
Transaction History	Note: "Funds In/Out" may inclus	de bets that are still being proces:	sed. Click '<' icon (last column) to	view bet details and state	JS.			
Deposits	Date	& Time	Туре	Description		Amou	int	
Withdrawals	Thu, 7 Apr 2	2022, 2 Copin		Chelsea @ 1.20		-\$5.0	0 ~	
TOTO Subscription	Start Time	Competition	Bet Details	Bet type	Channel	Status	Bet Receipt	
Live Streaming Subscription	Fri, 8 Apr 2022, 10.00pm	English League Champ	Chelsea vs West Ham-Chelsea@	§1.20 1X2	Web	Placed	O/0050788/0000002	
Race Setting	Click here for Horse Racing tre 2019. Transaction history from	no oction history from Apr to 1 n more and 6 months ago is avail	4 Oct PDF DOWNL	.OAD	< Pre	evious N	lext >	
© Copyright S	Products Sports Lottary Horse Racing Singapore Pools Mobile App Singapore Pools	Login Sign Up	Information Safer Play Our Services FAQ Contact Us Locate Outlets	Corporate Website Who We Are Press Releases Careers Tender & Quotatio				
Singapore Poc under the age providers (e.g., reliance on the	XII SIXUE a Strong Play Responsibly stand. Cust of 18 to place a bet or claim a winning Scket pri event-related content, venue information, score a same. You are encouraged to read our Terms	omens should play our games just for a 1 ze. Account betting is only available to th es, timings or results) and are displayed and Conditions and Privacy Policy befor	the futforf and it must not adversely affect hose above 21 years old. Any information here, are intended for general informatio e proceeding. Please exit if you are unde	It their finances or lifestyle. Or I, statistics or editorials which n purposes only. We accept n r 18.	If game rules do originate from thi o responsibility fo	not allow any p rd-party service r bets placed in	erson -	
PLAY F Stay Legal. Bot With Care	RESPONSIBLY National Problem Gambling Helpline: 1800-6-668-668	WORLD LOTTERY ASSOCIATION CERTIFIED WLA RESPONSIBLE GAMING FRAMEWORK LEVEL 4 / VALID UNTIL 2022	Ŵ		Recipient of SKILLS FU Employer	ture Awards		

Example of a SPORT bet. (Web/App)



PLAY RESPONSIBLY

ş						Safer Play Our Services	FAQ Corporate	ENG 中文
Sports	Lottery	Horse Racing	Account		Logged in: 0	0:00:27 LOG OUT	Bala	ince:
My Account		Home -> My Account	→ Transaction Hist	ory				
Account Over	view	Transaction His	tory					
Account Upda	ite		· ·					
Limit Manage	ment	Month to Date Bet Placed:	-					
Self-Exclusion	1	Payout:						
Self-Assessm	ent	View		Time Period			_	
Monthly State	ement	Fund In/Fund	Out	Today	~		SEA	ARCH
Transaction H	listory	Note: "Funds In/0	Out" may include bet	s that are still being proce	essed. Click '<' icon (last colun	nn) to view bet details and status.		
Deposits			Date & Tim	10	Туре	Description	Amount	
Withdrawals			Thu, 7 Apr 2022,	3.42pm		HR1	-\$2.00	~
TOTO Subscr	iption	Start	Time	ACCOUN	T_HISTORY_DRILL_DOWN_	пскетір в	et Details Chanr	nel Status
Live Streamin Subscription	g	Tue, 07 Apr 2	020, 12:30pm		02800AA0	U1 H	R1 TCE 1-2-3 Wet	> Placed
Race Setting		Click here for Ho 2019. Transacti	orse Racing transact ion history from more	ion history from 14 Apr to than 6 months ago is av	14 Oct PDF DO	WNLOAD	C Previous Next	>
		Products	۵cc	-00095	Information	Convertie		
		Sports	Log	in	Safer Play	Corporate Website		
		Lottery Horse Racing	Sigr	ιυρ	FAQ	Who we Are Press Releases		
		Singapore Pools Mi	obile App		Contact Us Locate Outlets	Careers Tender & Quotations		
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	Tenance of the	r same. Too are encouraged it	o read connernis and Co	national and thready Policy de	ore proceeding. Hease exictly you an			
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Example of a Horse Racing bet for HR1. (Web/App)



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2			Safer Play Our Services	FAQ Corporate	
Sports Lottery	Horse Racing Account		Logged in: 00:01:27 LOG OUT	Balance:	
My Account	Home → My Account → Transaction History				
Account Overview	Transaction History				
Account Update					
Limit Management	Month to Date Bet Placed:				
Self-Exclusion	Payout:				
Self-Assessment	View	Time Period		054001	
Monthly Statement		Last Month	~	SEARCH	
Transaction History	Note: "Funds In/Out" may include bets that	t are still being processed. Click	'<' icon (last column) to view bet details and status.		
Deposits	Date & Time				
		туре	Description	Amount	
Withdrawals	Sat, 2 Apr 2022, 7.10pm	туре	Lottery bet payout	Amount +\$240.00	<
Withdrawals TOTO Subscription	Sat, 2 Apr 2022, 7.10pm Thu, 31 Mar 2022, 10.01pm	туре	Jescription Lottery bet payout Hors, Racing bet stund	Amount +\$240.00 +\$5.00	< <
Withdrawals TOTO Subscription Live Streaming	Sat, 2 Apr 2022, 7.10pm Thu, 31 Mar 2022, 10.01pm Thu, 31 Mar 2022, 10.01pm	Туре	Lottery bet payout Lottery bet payout Horse Racing bet suund Horse Racing bet refund	Amount +\$240.00 +\$5.00 +\$5.00	
Withdrawals TOTO Subscription Live Streaming Subscription	Sat, 2 Apr 2022, 7.10pm Thu, 31 Mar 2022, 10.01pm Thu, 31 Mar 2022, 10.01pm Thu, 31 Mar 2022, 10.01pm Thu, 31 Mar 2022, 7.10pm	Type	Lottery bet payout Horn: Racing bet refund Horn: Racing bet refund Lottery bet payout	Amount +\$240.00 +\$5.00 +\$5.00 +\$20,834.00	
Withdrawais TOTO Subscription Live Streaming Subscription Race Setting	Sat, 2 Apr 2022, 7.10pm Thu, 31 Mar 2022, 10.01pm Thu, 31 Mar 2022, 10.01pm Thu, 31 Mar 2022, 10.01pm Thu, 31 Mar 2022, 7.10pm Thu, 31 Mar 2022, 2.56pm	Type	Lottery bet payout Lottery bet payout Hone Racing bet netund Horse Racing bet retund Lottery bet payout TOTO Ordinary	Amount +\$240.00 +\$5.00 +\$5.00 +\$50.834.00 -\$1.00	< < < < <



WEB

• The description "Lottery bet payout" means this is a winning bet. To view the lottery bet payout details, click on the arrow icon (<) to expand the bet details.

APP

• If you see a bet with a credit amount, it means it is a winning bet. Tap on the bet to expand the bet details.



PLAY RESPONSIBLY

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Question 1

How do I confirm the bet status after placing a bet?

\$ +\$5.00

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SPORTS

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Answer 1

WEB: Click on the icon (<) to view the bet details. Bet Status 'Placed' shown in the bet details means that bet has already been placed.

APP: Tap on the selected bet to expand the transaction history. Bet status "Placed" shown in the bet details means that bet has already been placed.





PLAY RESPONSIBLY

Safar Play Our Services							ices FAQ	FAQ Corporate		
Sports Lottery	Horse Racing	Account		Logged in:	00:00:27		8	Balano		
My Account	Home -> My Acco	ount -> Transaction History								
Account Overview	Transaction	History								
Account Update										
Limit Management	Month to Da Bet Placed:	te								
Self-Exclusion	Payout:									
Self-Assessment	View		Time Period							
Monthly Statement	Fund In/F	und Out	Today	~				SEAR	СН	
Transaction History	Note: "Funds	In/Out" may include bets that	are still being processe	ed. Click '<' icon (last colu	ımn) to view b	et details and sl	atus.			
Deposits		Date & Time		Туре	D	escription		Amount		
Withdrawals		Thu, 7 Apr 2022, 1.56p	m		TO	TO System 7		-\$7.00	~	
TOTO Subscription	Draw No.	Draw Date	Selected By	Bet Details	Status	Channel	Bet Receip	t / Subscription Refe	rence No.	
Live Streaming Subscription	3779	Thu, 14 Apr 2022, 6.30pm	Quick Pick	1,15,22,31,33,41,4	Placed	Web		B/0042708/0000006		
Race Setting	Click here fo 2019, Trans	r Horse Racing transaction hi action history from more than	story from 14 Apr to 14 6 months ago is availa	Oct PDF D	OWNLOAD		< Pre	wious Next >		
	6	Contect our Customer Servic	a at 6786 6688 for help							

Question 2

I bought a Quick Pick TOTO bet, how do I know what are the TOTO numbers generated?

Answer 2

\$ +\$5.00

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WEB: Click on the arrow icon (<) to view the bet details. The Quick Pick TOTO numbers will be shown in the bet details.

APP: Tap on the selected bet to expand the transaction history. The Quick Pick TOTO numbers will be shown in the bet details.





PLAY RESPONSIBLY

Horse Racing	Account		Logged in	: 00:00:27 LOG OUT	8	Balance	
Home -> My Acco	unt -> Transaction History						
Transaction H	History						
Month to Dat Bet Placed:	e						
Payout:							
View		Time Period					_
Fund In/Fu	ind Out	Today	~			SEARCI	H
Note: "Funds	In/Out" may include bets that	are still being proc	essed. Click '<' icon (last col	umn) to view bet details and	d status.		
	Date & Time		Туре	Description		Amount	
	Date & Time Thu, 7 Apr 2022, 3.46pm		Туре	Description 4D Ordinary (Big & Sma	ll)	Amount -\$2.00	~
Draw No.	Date & Time Thu, 7 Apr 2022, 3.46pm Draw Date	Selected By	Type Bet Details	Description 4D Ordinary (Big & Sma Status Channel	lli) Bet Receipt / S	Amount -\$2.00 ubscription Refere	vnce No.
	Horse Racing Home → My Acco Transaction I Month to Dal Bet Placed: Payout: View Fund In/Fu Note: "Funds	Horse Racing Account Home → My Account → Transaction History Transaction History Month to Date Bet Raced: Payout: View Fund In/Fund Out Note: "Funds In/Out" may include bets that	Horse Racing Account Hone → My Account → Transaction History Transaction History Month to Date Bet Pased: Payout: View Time Period Fund In/Fund Out ▼ Time Period Note: "Funds In/Out" may include bets that are still being proc	Horse Racing Account Logged in Hone → My Account → Transaction History Transaction History Month to Date Bet Pased: Payout: View Time Period Fund In/Fund Out ▼ Time Period Fund In/Fund Out ▼ Time Period	Horse Racing Account Logged in: 00:00/27 LOC OUT Hone → My Account → Transaction History Transaction History Transaction History Month to Date Bet Flascet: Payout: View Time Period Fund In/Fund Out Today Note: "Funds In/Out" may include bets that are still being processed. Click " Icon (last column) to view bet details and	Horse Racing Account Logged in: 00:00:27 Loo Out Hone → My Account → Transaction History Transaction History Month to Date Bet Flased: Payout: View Time Period Fund In/Fund Out Today Note: "Funds In/Out" may include bets that are still being processed. Click '< icon (last column) to view bet details and status.	Horse Racing Account Logged in: 00:00:27 Loc our Balance Hone → My Account → Transaction History Transaction History Transaction History Month to Date Bet Flaced: Payout: View Time Period Fund In/Fund Out Today SEARC Note: "Funds In/Out" may include bets that are still being processed. Click '< icon (last column) to view bet details and status.

Question 3

Why am I not able to see the 4-D numbers from transaction history?

Answer 3

WEB: Click on the arrow icon (<) to view the bet details. The 4-D number numbers will be shown in the bet details.

APP: Tap on the selected bet to expand the transaction history. The 4-D number numbers will be shown in the bet details.





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S			Safer Play Our Services	FAQ Corporate ENG 中文
Sports Lottery	Horse Racing Account		Logged in: 00:01:27 LOG OUT	Balance:
My Account	Home → My Account → Transaction History			
Account Overview	Transaction History			
Account Update				
Limit Management	Month to Date Bet Placed:			
Self-Exclusion	Payout:			
Self-Assessment	View	Time Period		
Monthly Statement	Funa In/Funa Out	Last Month	\checkmark	SEARCH
Transaction History	Note: "Funds In/Out" may include bets that	t are still being processed. Click '	'<' icon (last column) to view bet details and status.	
Deposits	Date & Time	Туре	Description	Amount
Withdrawals	Sat, 2 Apr 2022, 7.10pm		Lottery bet payout	+\$240.00
TOTO Subscription	Thu, 31 Mar 2022, 10.01pm		Horse Racing bet refind	+\$5.00 <
Live Streaming	Thu, 31 Mar 2022, 10.01pm		Horse Racing bet refund	+\$5.00 <
Cubserpriori	Thu, 31 Mar 2022, 7.10pm		Lottery bet payout	+\$20,834.00 <
Race Setting	Thu, 31 Mar 2022, 2.56pm		TOTO Ordinary	-\$1.00 <

Question 4

How can I check if there are any winnings from my bets?

Answer 4

WEB: The description "Lottery bet payout" means this is a winning bet. To view the lottery bet payout details, click on the icon (<) to expand the transaction history.

APP: The winning bet has a credit amount shown on the bet. Tap on the bet to expand the bet details.





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Question 5

I placed a bet yesterday and saw it on the transaction history. How come the bet is missing when I login today?

Answer 5

WEB: The view for "Time Period" is always default to "Today" and the time period is based on transaction date. You need to set the Time Period for your search and click 'Search'.

APP: Tap on "Filter" button if you want to view transaction history for other time periods. Set the time period for your search and tap 'Apply'.

fem Gambling Helpline today at 180	0-6-668-668. test12	CANCEL	Filter	CLEAR ALL
PORTANT NOTICES	> ×	View		
00:00:59	ACCOUNT	Fund In/Fund Ou	t	۲
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		Last Month		۲
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t details and status			Apply	
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esults found.			lo results found.	Done
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			Today	
	FILTER		Last 7 Days	
	-	1	ast 3 Months	
0			ast 6 Months	

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