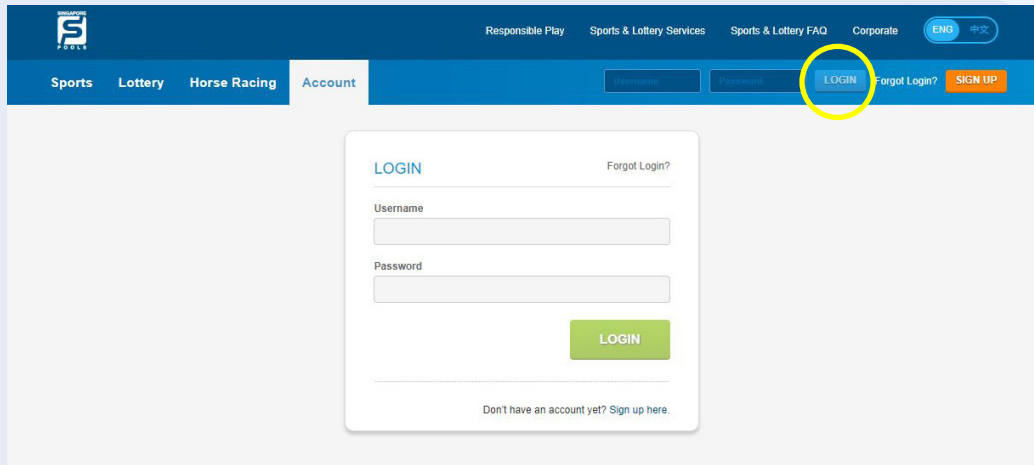


The background is a solid dark blue color. It is decorated with various abstract geometric elements: several light blue rounded rectangles and polygons of different sizes and orientations; small white plus signs (+) located at the top center and bottom right; small white circles (o) located at the top left and bottom right; and several short, parallel white diagonal lines (///) scattered across the page, including one near the top left, one near the top center, and one near the bottom left.

SINGAPORE POOLS ACCOUNT **TRANSACTION HISTORY GUIDE**

TRANSACTION HISTORY

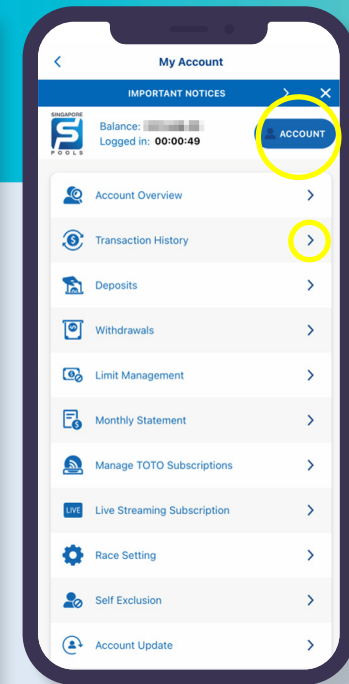
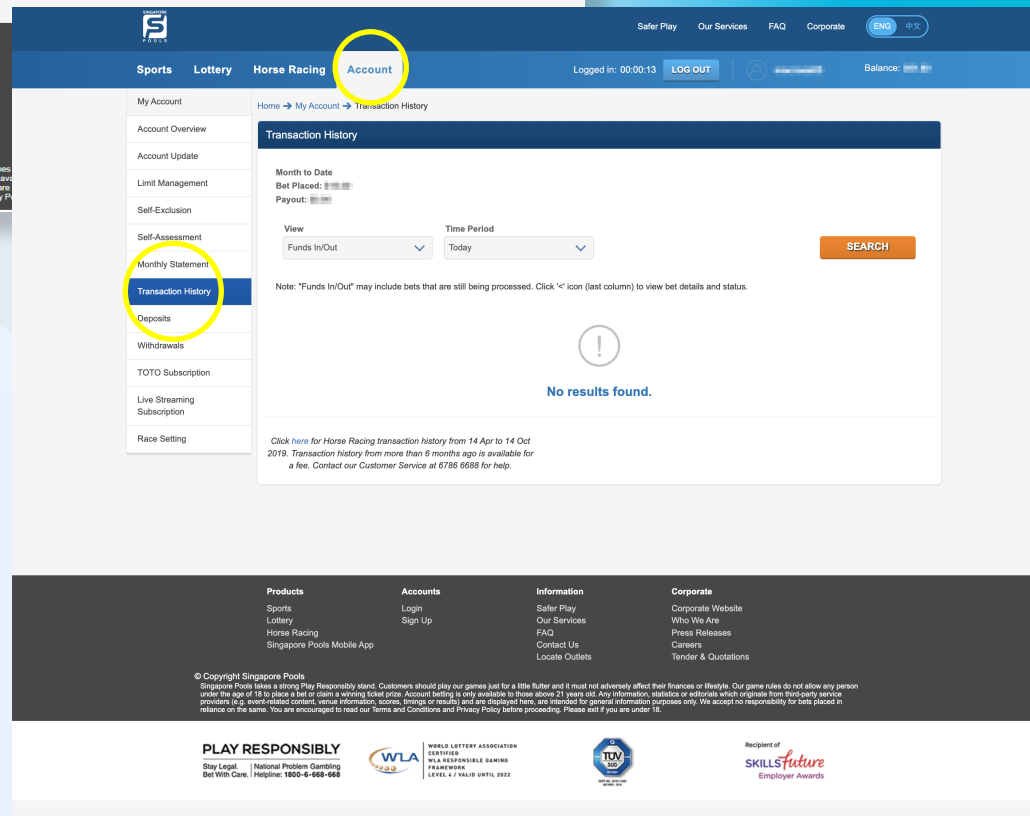
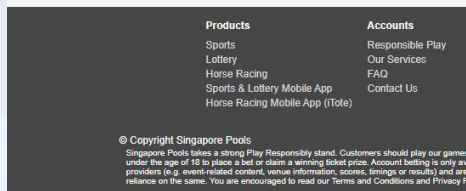


WEB

- 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.



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TRANSACTION HISTORY

Transaction History

Month to Date
Bet Placed:
Payout:

View: Fund In/Fund Out Time Period: Today

Note: "Funds In/Out" may include bets that are still being processed. Click "<" icon (last column) to view bet details and status.

Date & Time	Type	Description	Amount
Thu, 7 Apr 2022, 1:56pm		TOTO System 7	-\$7.00

Click here for Horse Racing transaction history from 14 Apr to 14 Oct 2019. Transaction history from more than 6 months ago is available for a fee. Contact our Customer Service at 6786 6688 for help.

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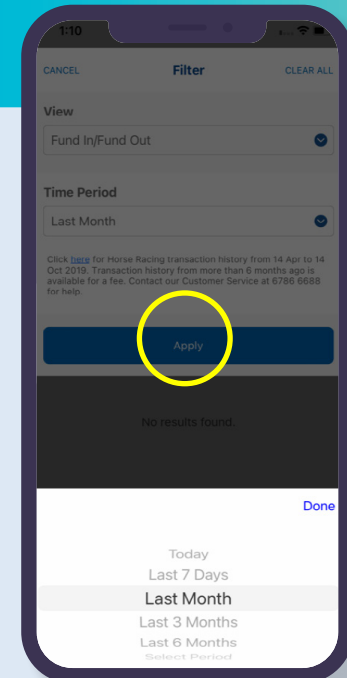
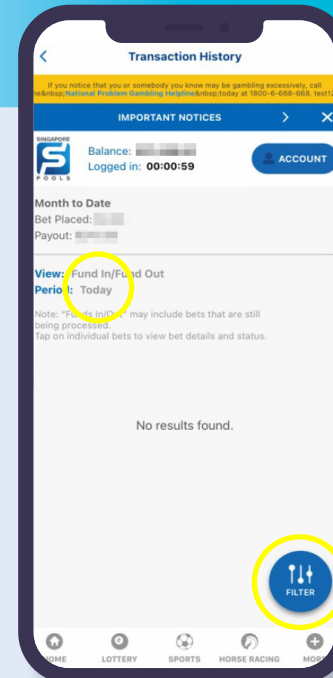
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WEB

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

APP

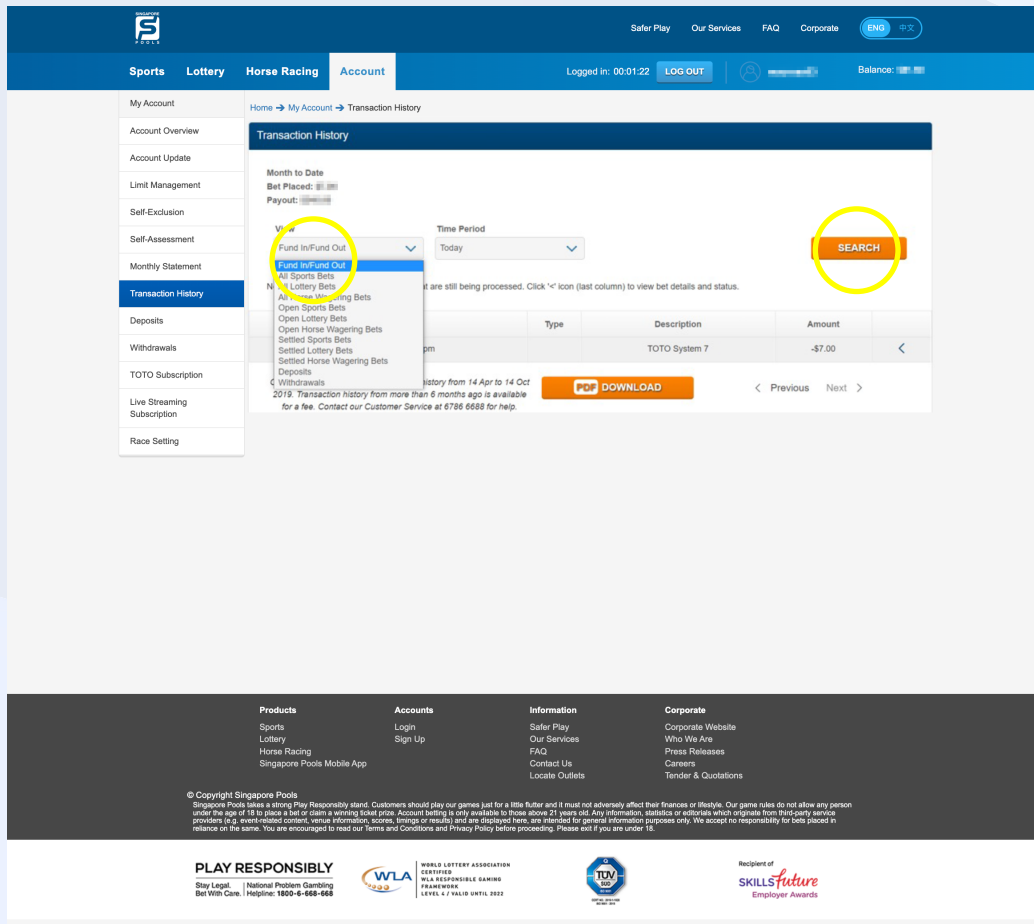
- The view for "Time Period" is always default to "Today". Tap on "Filter" button to view other time periods. Set the Time Period based on your requirement and tap on Apply. Note that Time Period is based on transaction date.



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TRANSACTION HISTORY



The screenshot shows the Singapore Pools website's Transaction History page. The 'View' dropdown menu is open, showing options like 'Fund In/Fund Out', 'All Sports Bets', and 'All Lottery Bets'. The 'SEARCH' button is highlighted with a yellow circle.

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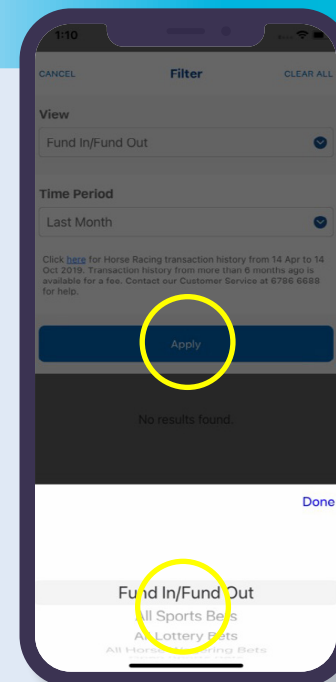
WEB

- 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.



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TRANSACTION HISTORY

Transaction History

Month to Date
Bet Placed:
Payout:

View: Fund In/Fund Out Time Period: Today

Note: "Funds In/Out" may include bets that are still being processed. Click "<" icon (last column) to view bet details and status.

Date & Time	Type	Description	Amount			
Thu, 7 Apr 2022, 1:56pm		TOTO System 7	-\$7.00	▼		
Draw No.	Draw Date	Selected By	Bet Details	Status	Channel	Bet Receipt / Subscription Reference No.
3779	Thu, 14 Apr 2022, 6:30pm	Quick Pick	1,15,22,31,33,41,43	Placed	Web	B/0042708/0000006

Click here for Horse Racing transaction history from 14 Apr to 14 Oct 2019. Transaction history from more than 6 months ago is available for a fee. Contact our Customer Service at 6786 6688 for help.

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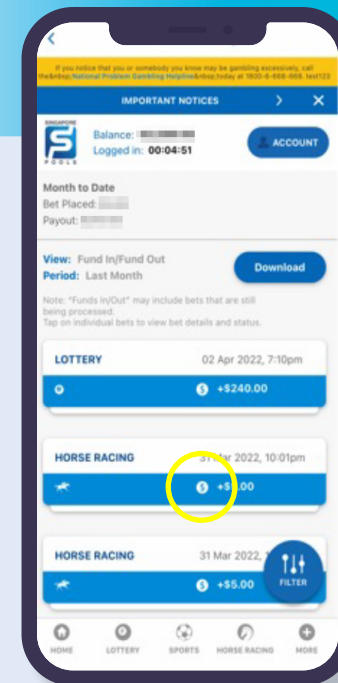
WEB

- 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.



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TRANSACTION HISTORY

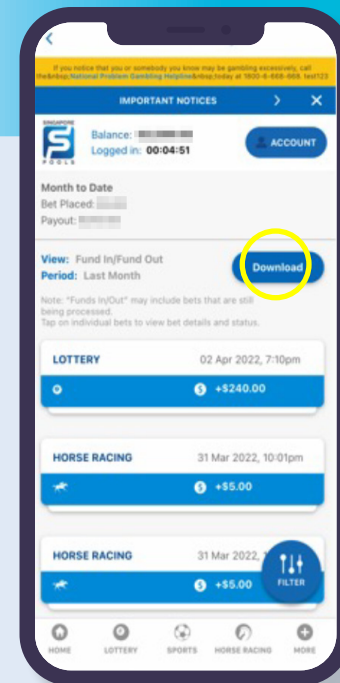
The screenshot shows the Singapore Pools website's Transaction History page. The sidebar on the left includes links to My Account, Account Overview, Account Update, Limit Management, Self-Exclusion, Self-Assessment, Monthly Statement, Transaction History (highlighted), Deposits, Withdrawals, TOTO Subscription, Live Streaming Subscription, and Race Setting. The main content area shows a 'Transaction History' section with filters for Month to Date, Bet Placed, and Payout. A 'View' dropdown is set to 'Fund In/Fund Out' and a 'Time Period' dropdown is set to 'Today'. A 'SEARCH' button is present. Below the filters, a table lists transactions with columns for Date & Time, Description, and Amount. A transaction is shown for 'Thu, 7 Apr 2022, 1:56pm' with a description of 'TOTO System 7' and an amount of '-\$7.00'. A 'PDF DOWNLOAD' button is highlighted with a yellow circle. At the bottom, there is a footer with links to Products, Accounts, Information, and Corporate, along with a 'PLAY RESPONSIBLY' section and logos for WLA and SkillsFuture.

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.



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TRANSACTION HISTORY



SINGAPORE POOLS ACCOUNT TRANSACTION HISTORY

ACCOUNT NUMBER:

Page 1 of 1

Generated on 07/04/2022 13:46

From **9 March 2022** to **7 April 2022**

TRANSACTION DATE & TIME	TYPE	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/0042708/00000004	\$ 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/0042708/00000004	\$ 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/0042708/00000004	\$ 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/0042708/00000004	\$ 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/0050788/00000001	-
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/0042708/00000005	\$ 0.00

Transaction history in pdf. (Web/App)

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TRANSACTION HISTORY

Home → My Account → Transaction History

Transaction History

Month to Date
Bet Placed: [Progress Bar]
Payout: [Progress Bar]

View: Fund In/Fund Out Time Period: Today [SEARCH]

Note: "Funds In/Out" may include bets that are still being processed. Click "<" icon (last column) to view bet details and status.

Date & Time	Type	Description	Amount
Thu, 7 Apr 2022, 1:56pm		TOTO System 7	-\$7.00

Draw No. Draw Date Selected By Bet Details Status Channel Bet Receipt / Subscription Reference No.

3779	Thu, 14 Apr 2022, 6:30pm	Quick Pick	1, 15, 22, 31, 33, 41, 43	Placed	Web	B/0042708/00000006
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Click here for Horse Racing transaction history from 14 Apr to 14 Oct 2019. Transaction history from more than 6 months ago is available for a fee. Contact our Customer Service at 6786 6688 for help.

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

Balance: [Progress Bar]
Logged in: 00:01:01 [ACCOUNT]

Month to Date
Bet Placed: [Progress Bar]
Payout: [Progress Bar]

View: Fund In/Fund Out Period: Today [Download]

Note: "Funds In/Out" may include bets that are still being processed. Tap on individual bets to view bet details and status.

LOTTERY Quick Pick 07 Apr 2022, 1:56pm

1 15 22 31 33 41 43 -\$7.00

BET RECEIPT / SUBSCRIPTION REFERENCE NO. B/0042708/00000006 DRAW NO. 3779

BOARD REF NO. B/0042708/00000006

DESCRIPTION TOTO System 7

DRAW DATE 14 Apr 2022, 6:30pm

CHANNEL Web STATUS Placed CREDIT Open FILTER

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TRANSACTION HISTORY

Transaction History

Month to Date
Bet Placed: ■■■■
Payout: ■■■■

View: Fund In/Fund Out Time Period: Today SEARCH

Note: "Funds In/Out" may include bets that are still being processed. Click "<" icon (last column) to view bet details and status.

Date & Time	Type	Description	Amount
Thu, 7 Apr 2022, 3:46pm		4D Ordinary (Big & Small)	-\$2.00

Draw No. Draw Date Selected By Bet Details Status Channel Bet Receipt / Subscription Reference No.

4877	Sat, 16 Apr 2022, 6:30pm	Self Pick	1889 - Big \$1 Small \$1	Placed	Web	B/0042708/0000007
------	--------------------------	-----------	--------------------------	--------	-----	-------------------

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

Balance: ■■■■ Logged in: 00:00:24 ACCOUNT

Month to Date
Bet Placed: ■■■■
Payout: ■■■■

View: Fund In/Fund Out Period: Today Download

Note: "Funds In/Out" may include bets that are still being processed. Tap on individual bets to view bet details and status.

LOTTERY 07 Apr 2022, 3:46pm

Self Pick

BET RECEIPT / SUBSCRIPTION REFERENCE NO. B/0042708/0000007 DRAW NO. 4877

BOARD REF NO. L/0042708/0000007

DESCRIPTION: 4D Ordinary (Big & Small) Big \$1.00 - Small \$1.00

DRAW DATE: 16 Apr 2022, 6:30pm

CHANNEL STATUS CREDIT

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TRANSACTION HISTORY

Home → My Account → Transaction History

Transaction History

Month to Date
Bet Placed: ■■■■■
Payout: ■■■■■

View: Fund In/Fund Out Time Period: Today SEARCH

Note: "Funds In/Out" may include bets that are still being processed. Click "<" icon (last column) to view bet details and status.

Date & Time	Type	Description	Amount
Thu, 7 Apr 2022, 3:46pm		Chelsea @ 1.20	-\$5.00

Start Time	Competition	Bet Details	Bet type	Channel	Status	Bet Receipt
Fri, 8 Apr 2022, 10:00pm	English League Champ	Chelsea vs West Ham-Chelsea@1.20	1X2	Web	Placed	O/0050788/0000002

Click here for Horse Racing transaction history from 1 Apr to 14 Oct 2019. Transaction history from more than 6 months ago is available for a fee. Contact our Customer Service at 6786 6688 for help.

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Example of a SPORT bet. (Web/App)

being processed.
Tap on individual bets to view bet details and status.

LOTTERY 07 Apr 2022, 3:46pm
Self Pick
1889 -\$2.00

HORSE RACING 07 Apr 2022, 3:42pm
U1 HR1 TCE 1-2-3 -\$2.00

SPORTS 07 Apr 2022, 3:39pm
Single -\$5.00

REFERENCE	STATUS
O/0050788/0000002	Placed

CHANNEL	CREDIT
Web	Open

START TIME	TYPE
8 Apr 2022, 10:00pm	Football

DESCRIPTION	BET TYPE
Chelsea @ 1.20	1X2

COMPETITION
English League Champ
Chelsea vs West Ham - Chelsea@1.2

FILTER

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TRANSACTION HISTORY

Home → My Account → Transaction History

Transaction History

Month to Date
Bet Placed:
Payout:

View: Fund In/Fund Out Time Period: Today

Note: "Funds In/Out" may include bets that are still being processed. Click "<" icon (last column) to view bet details and status.

Date & Time	Type	Description	Amount	
Thu, 7 Apr 2022, 3:42pm		HR1	-\$2.00	▼
Start Time	ACCOUNT_HISTORY_DRILL_DOWN_TICKETID	Bet Details	Channel	Status
Tue, 07 Apr 2020, 12:30pm	02800AA0	U1 HR1 TCE 1-2-3	Web	Placed

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Example of a Horse Racing bet for HR1. (Web/App)

Month to Date
Bet Placed:
Payout:

View: Fund In/Fund Out Period: Today

Note: "Funds In/Out" may include bets that are still being processed. Tap on individual bets to view bet details and status.

LOTTERY 07 Apr 2022, 3:46pm
Self Pick
1889 -\$2.00

HORSE RACING 07 Apr 2022, 3:42pm
U1 HR1 TCE 1-2-3 -\$2.00

ACCOUNT_HISTORY_DRILL_DOWN_TICKETID CHANNEL
02800AA0 Web

DESCRIPTION
HR1

START TIME
07 Apr 20, 12:30pm

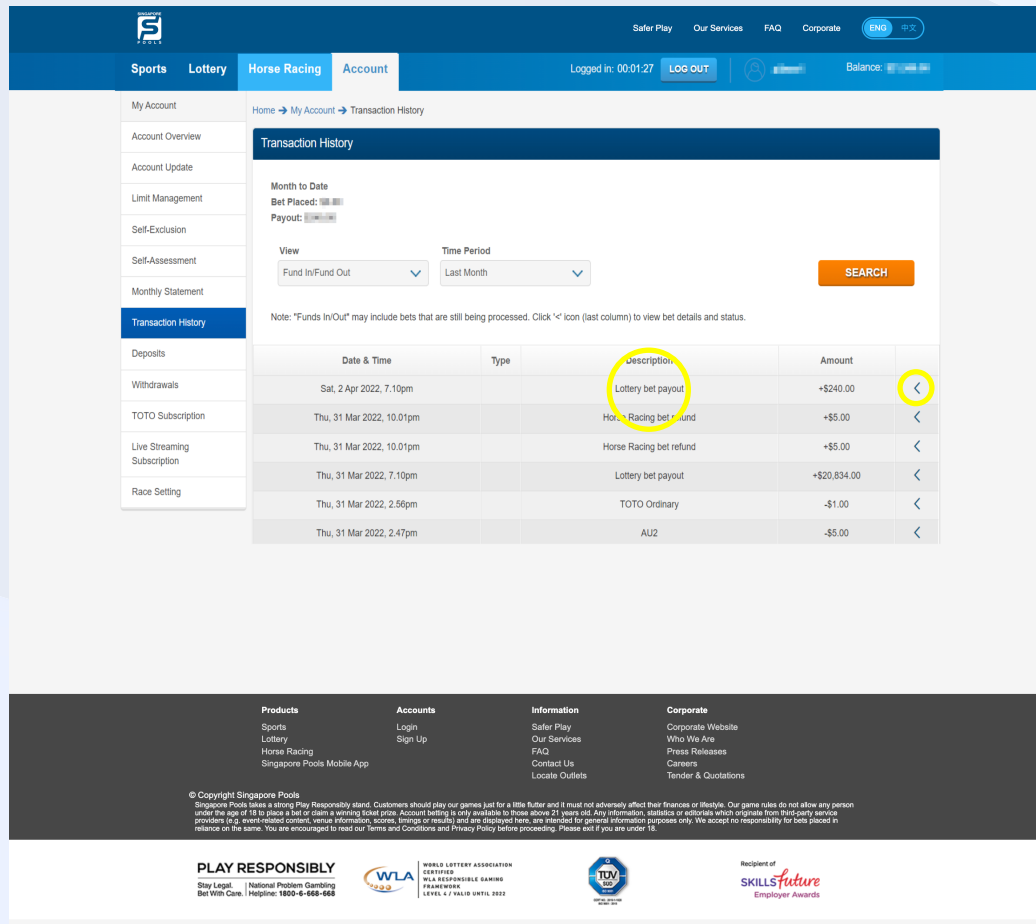
STATUS CREDIT
Placed Open

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TRANSACTION HISTORY



Transaction History

Month to Date
Bet Placed: [icon]
Payout: [icon]

View: Fund In/Fund Out | Time Period: Last Month | **SEARCH**

Note: "Funds In/Out" may include bets that are still being processed. Click "<" icon (last column) to view bet details and status.

Date & Time	Type	Description	Amount	
Sat, 2 Apr 2022, 7:10pm		Lottery bet payout	+\$240.00	<
Thu, 31 Mar 2022, 10:01pm		Horse Racing bet refund	+\$5.00	<
Thu, 31 Mar 2022, 10:01pm		Horse Racing bet refund	+\$5.00	<
Thu, 31 Mar 2022, 7:10pm		Lottery bet payout	+\$20,834.00	<
Thu, 31 Mar 2022, 2:56pm		TOTO Ordinary	-\$1.00	<
Thu, 31 Mar 2022, 2:47pm		AU2	-\$5.00	<

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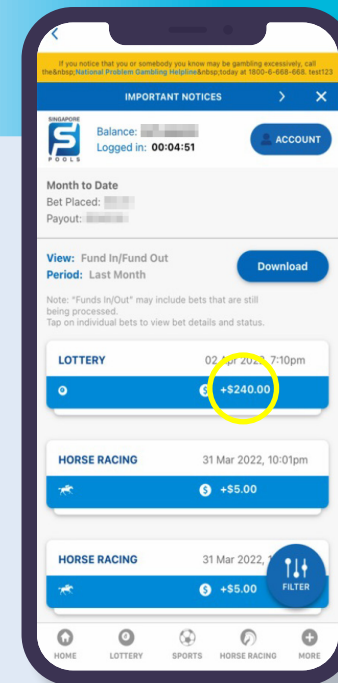
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WEB

- 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.



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FREQUENTLY ASKED QUESTIONS

Transaction History

Month to Date
Bet Placed: [icon]
Payout: [icon]

View: Fund In/Fund Out Time Period: Today [SEARCH]

Note: "Funds In/Out" may include bets that are still being processed. Click "<" icon (last column) to view bet details and status.

Date & Time	Type	Description	Amount	
Thu, 7 Apr 2022, 1:56pm		TOTO System 7	-\$7.00	>

Draw No.	Draw Date	Selected By	Bet Details	Status	Channel	Bet Receipt / Subscription Reference No.
3779	Thu, 14 Apr 2022, 6:30pm	Quick Pick	1,15,22,31,33,41,4	Placed	Web	B/0042708/0000006

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CERTIFIED
WLA RESPONSIBLE GAMING
FRAMEWORK
LEVEL 4 / VALID UNTIL 2022

TUV
TÜV SÜD

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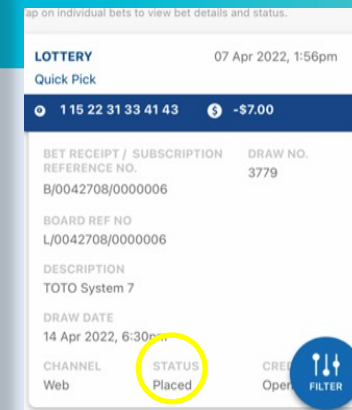
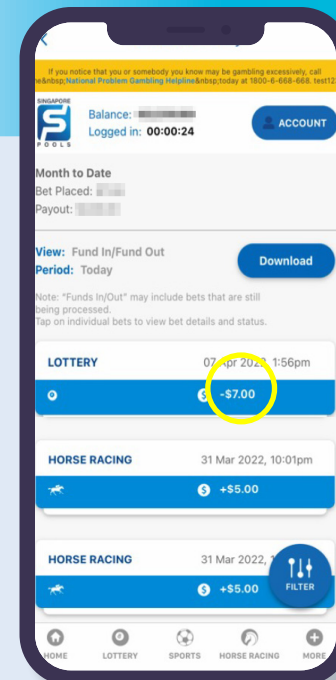
Question 1

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

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.

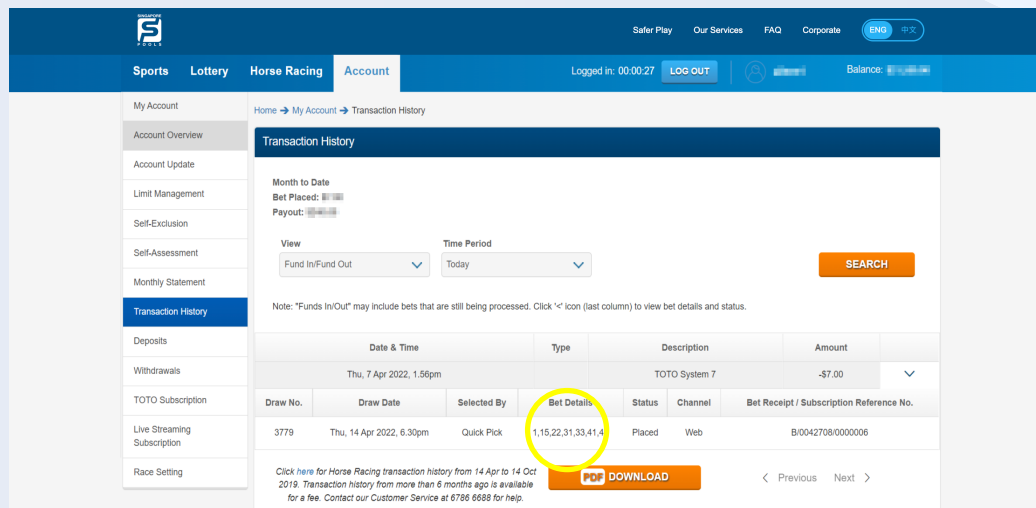
APP: Tap on the selected bet to expand the transaction history. Bet status "Placed" shown in the bet details means that bet has already been placed.



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Bet With Care.

FREQUENTLY ASKED QUESTIONS



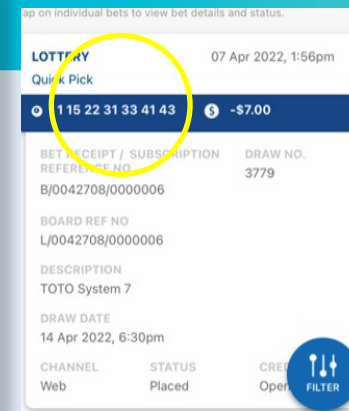
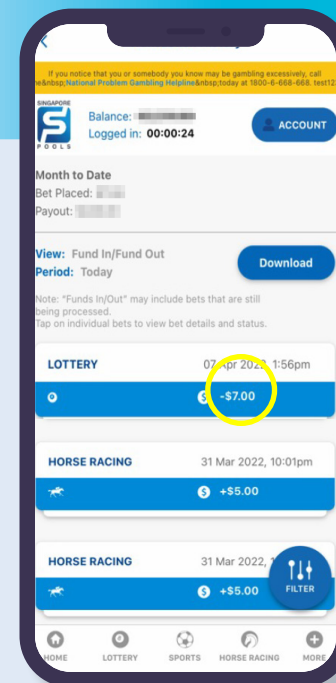
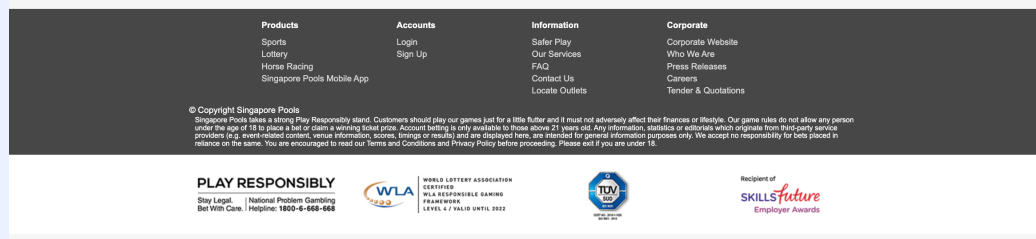
Question 2

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

Answer 2

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

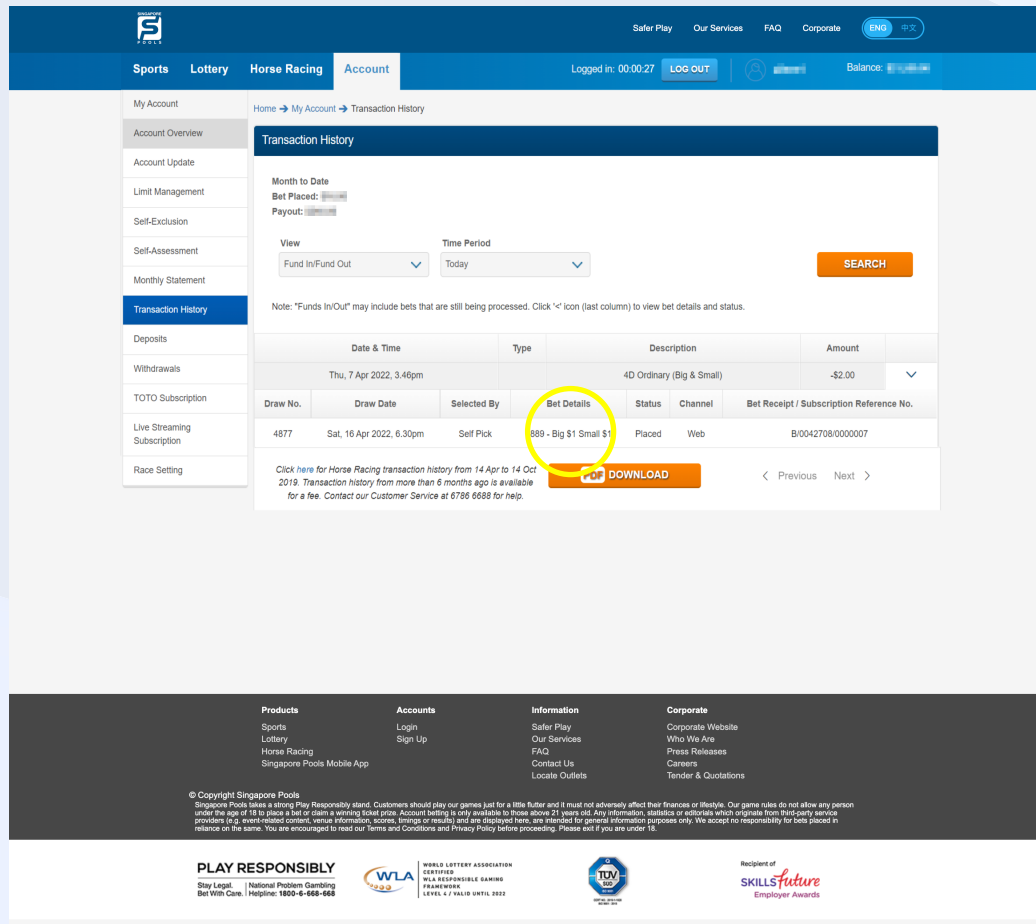
APP: Tap on the selected bet to expand the transaction history. The Quick Pick TOTO numbers will be shown in the bet details.



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Transaction History

Month to Date
Bet Placed:
Payout:

View: Fund In/Fund Out Time Period: Today

Note: "Funds In/Out" may include bets that are still being processed. Click "<" icon (last column) to view bet details and status.

Date & Time	Type	Description	Amount
Thu, 7 Apr 2022, 3:46pm		4D Ordinary (Big & Small)	-\$2.00

Draw No.	Draw Date	Selected By	Bet Details	Status	Channel	Bet Receipt / Subscription Reference No.
4877	Sat, 16 Apr 2022, 6:30pm	Self Pick	889 - Big \$1 Small \$1	Placed	Web	B/0042708/0000007

Click here for Horse Racing transaction history from 14 Apr to 14 Oct 2019. Transaction history from more than 6 months ago is available for a fee. Contact our Customer Service at 6786 6688 for help.

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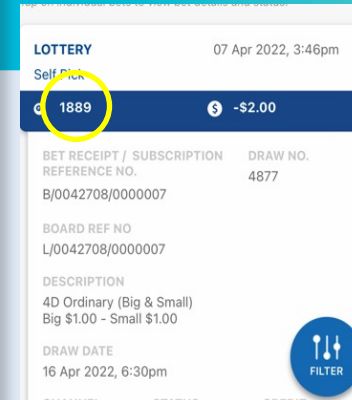
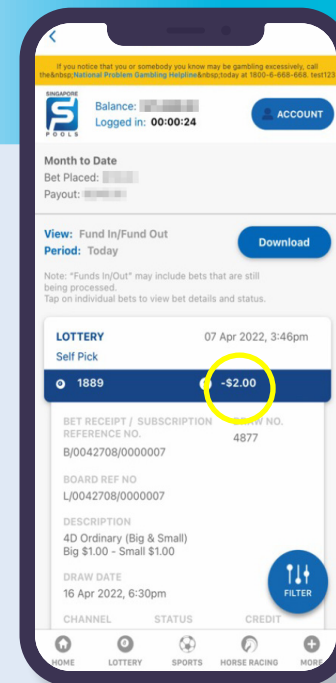
Question 3

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.

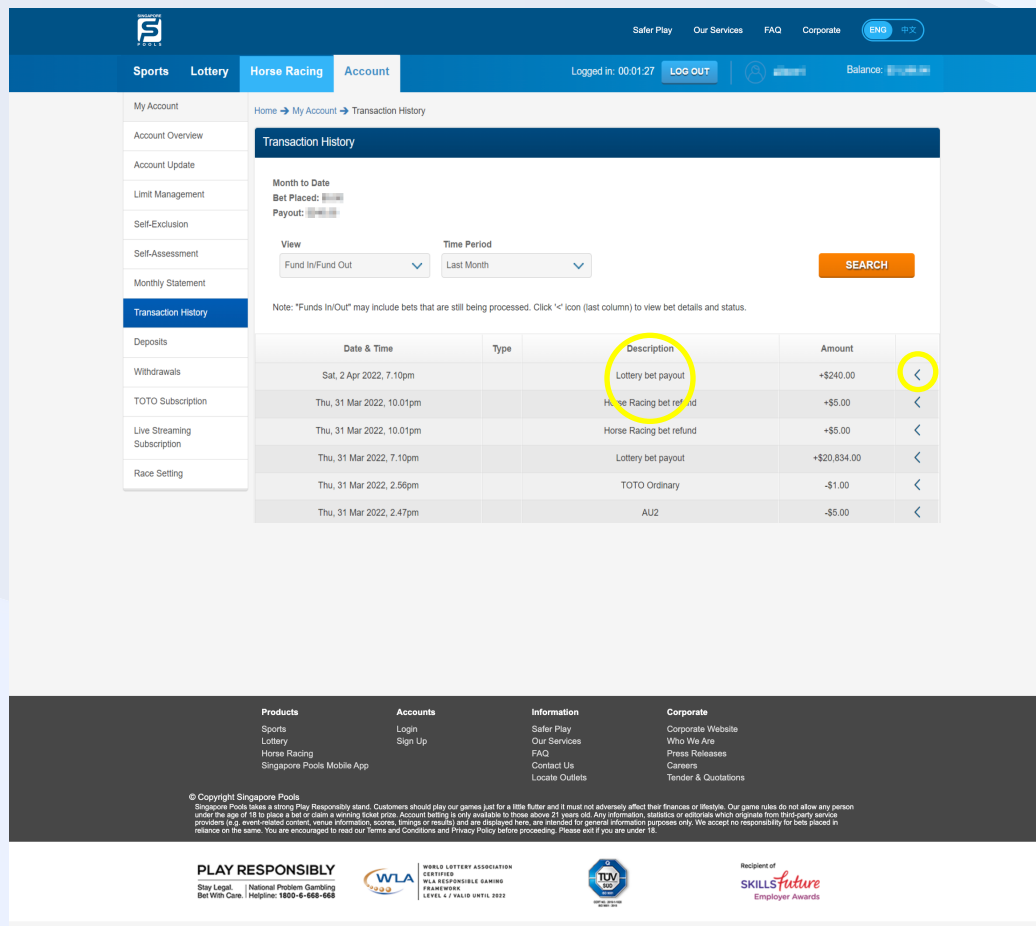
APP: Tap on the selected bet to expand the transaction history. The 4-D number numbers will be shown in the bet details.



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FREQUENTLY ASKED QUESTIONS



Home → My Account → Transaction History

Transaction History

Month to Date
Bet Placed:
Payout:

View: Fund In/Fund Out Time Period: Last Month

Note: "Funds In/Out" may include bets that are still being processed. Click "<" icon (last column) to view bet details and status.

Date & Time	Type	Description	Amount	
Sat, 2 Apr 2022, 7:10pm		Lottery bet payout	+\$240.00	<
Thu, 31 Mar 2022, 10:01pm		Horse Racing bet refund	+\$5.00	<
Thu, 31 Mar 2022, 10:01pm		Horse Racing bet refund	+\$5.00	<
Thu, 31 Mar 2022, 7:10pm		Lottery bet payout	+\$20,834.00	<
Thu, 31 Mar 2022, 2:56pm		TOTO Ordinary	-\$1.00	<
Thu, 31 Mar 2022, 2:47pm		AU2	-\$5.00	<

Products: Sports, Lottery, Horse Racing, Singapore Pools Mobile App

Accounts: Login, Sign Up

Information: Safer Play, Our Services, FAQ, Contact Us, Locate Outlets

Corporate: Corporate Website, Who We Are, Press Releases, Careers, Tender & Quotations

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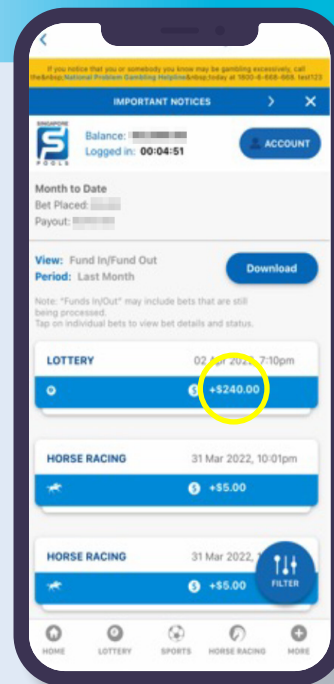
Question 4

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.

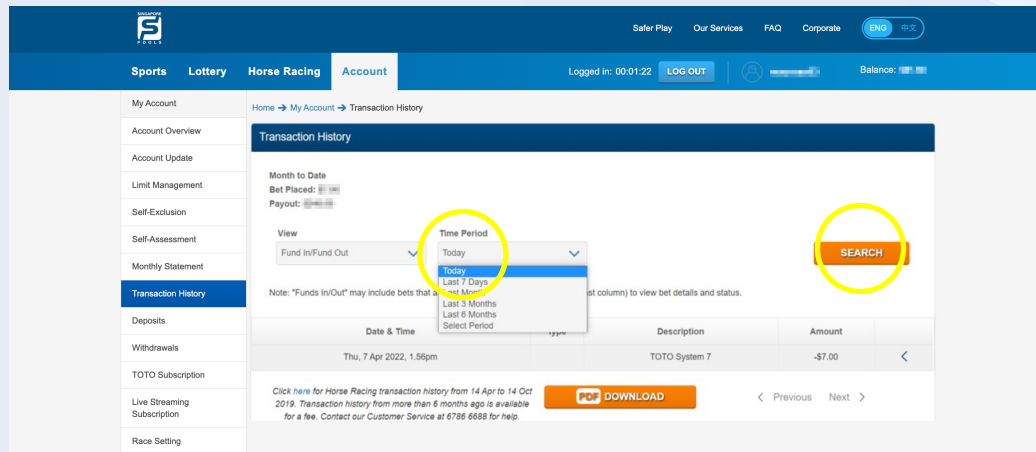
APP: The winning bet has a credit amount shown on the bet. Tap on the bet to expand the bet details.



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FREQUENTLY ASKED QUESTIONS



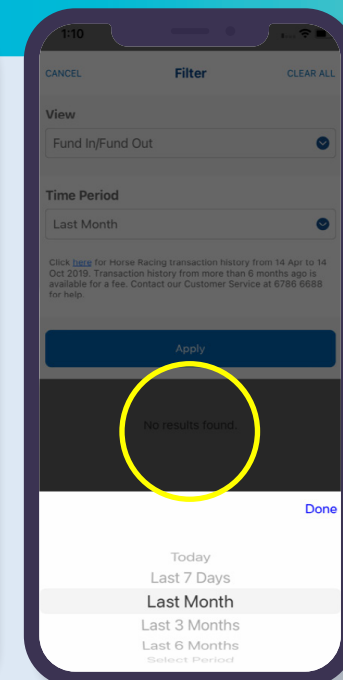
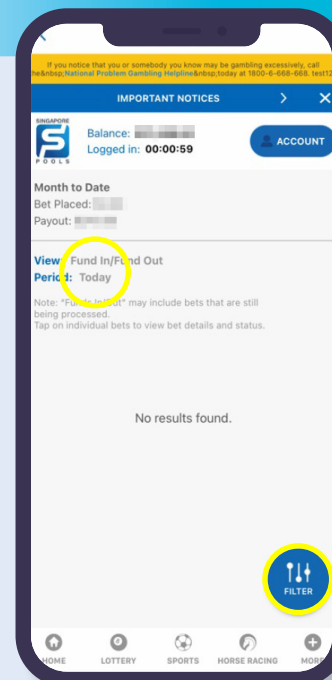
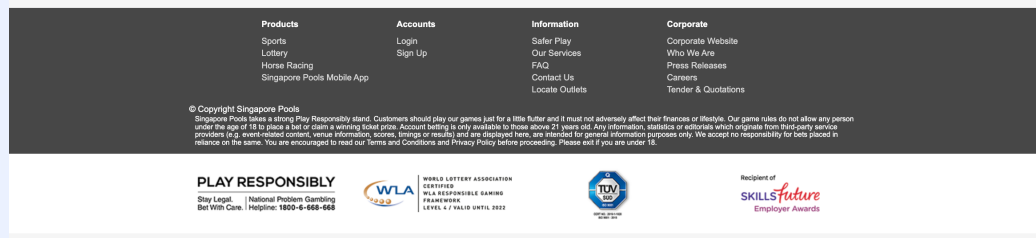
Question 5

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’.



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