

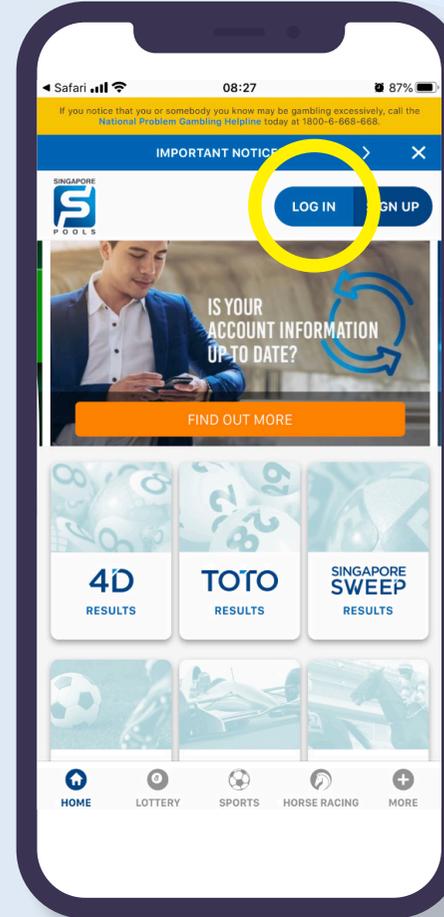
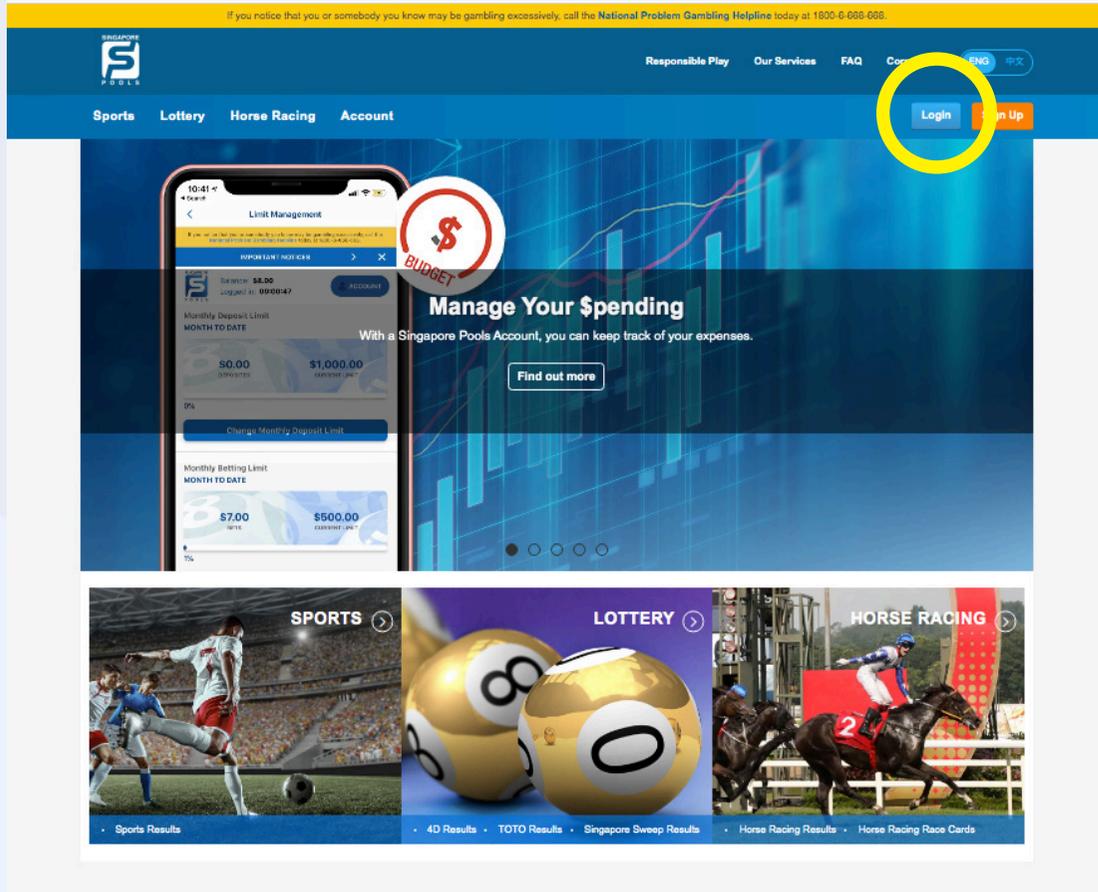
SINGAPORE POOLS ACCOUNT ACCOUNT MANAGEMENT GUIDE

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)

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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

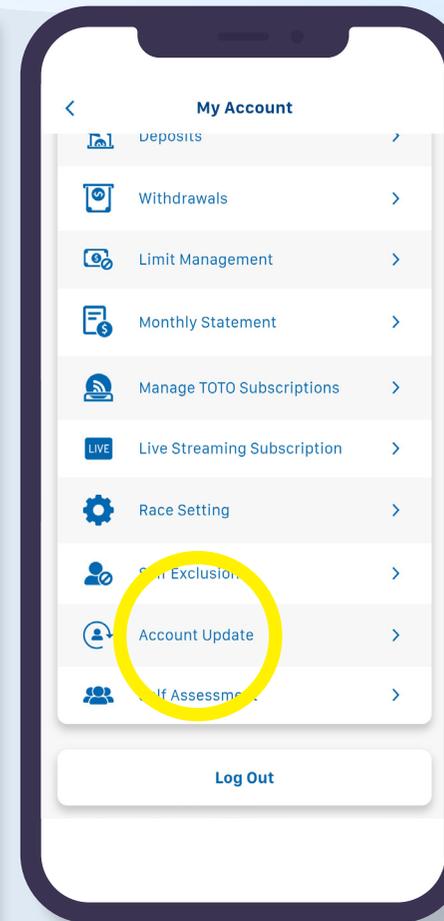
Account No. 012345678

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

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] ✓
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)

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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 *Customise the products you would like to view and place bet after login.*
 Lottery
 Horse Racing

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]

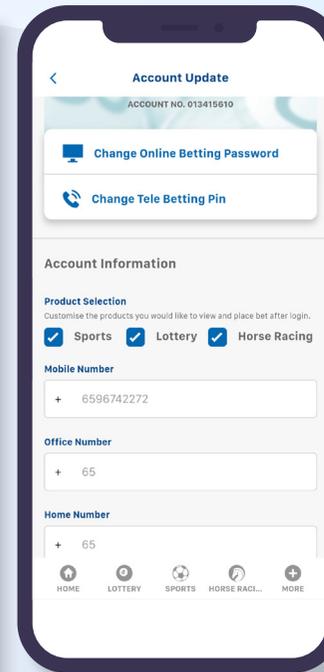
Building Name (if applicable) [Redacted]

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

Monthly Income [Redacted] ✓ *Please select your monthly income*

Occupation [Redacted] ✓ *Please specify your occupation*

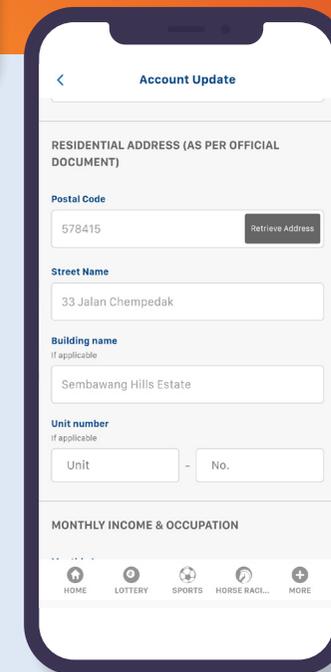
Industry [Redacted] ✓ *Please specify your industry*



NOTE THE FOLLOWING:

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



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ACCOUNT UPDATE

Monthly Income Please select your monthly income

Occupation Please enter your occupation

Industry Please enter your industry

Preferred Language for Phone Access English Chinese

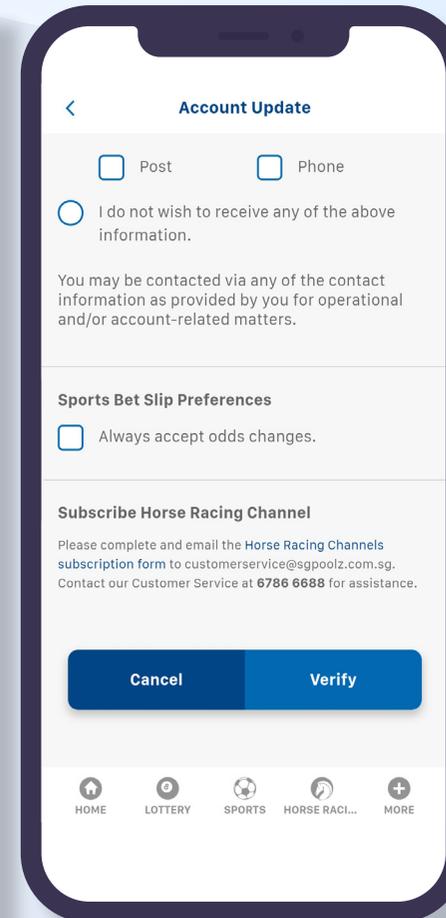
Email Newsletters TOTO Results (after each draw) Please select what information you would like to receive via email.
 4D Results (after each draw)
 Singapore Sweep Results (after each draw)
 Sports (weekly)
 Singapore Pools News (once every two months)

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. i

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](#)



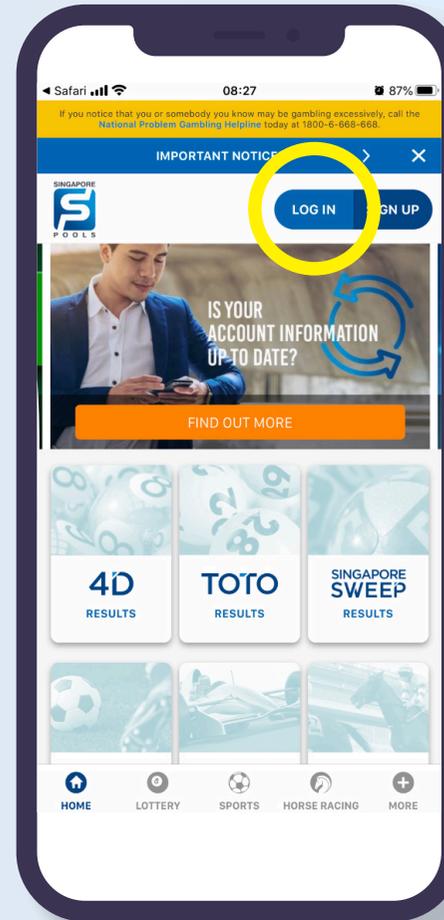
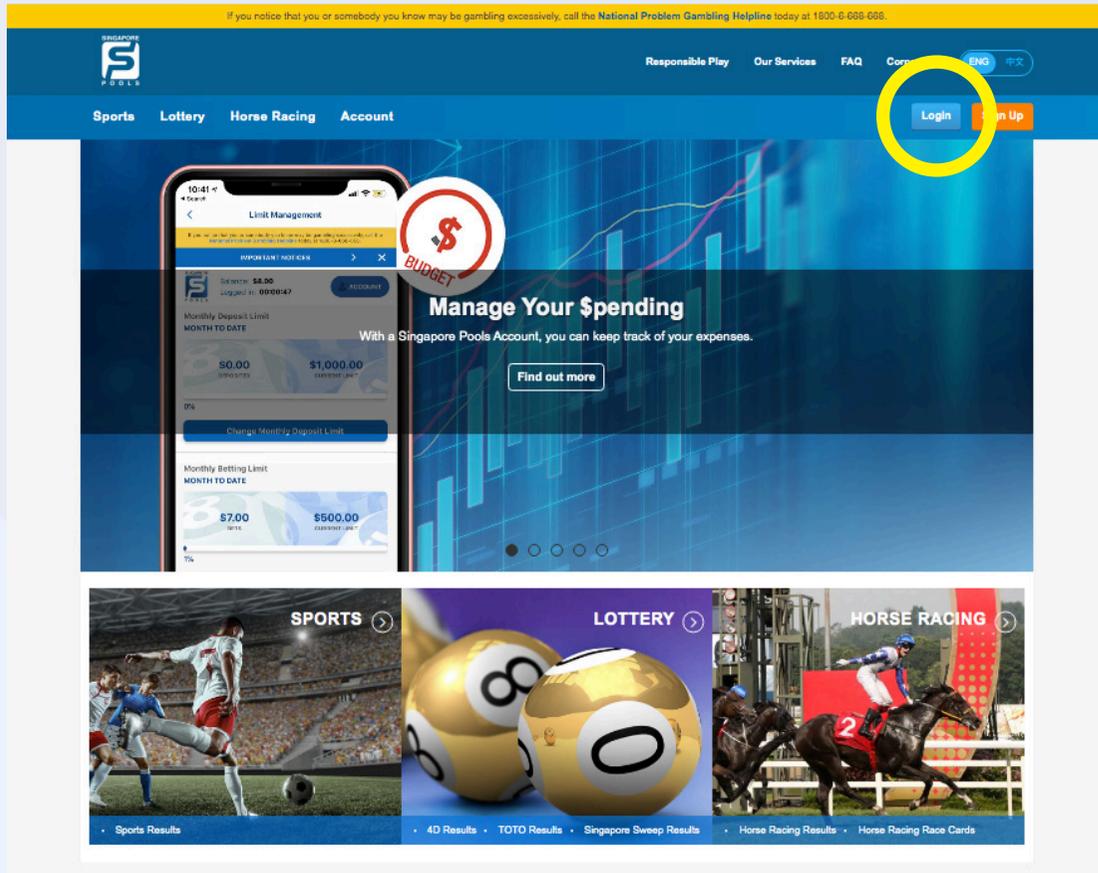
NOTE THE FOLLOWING:

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

PLAY RESPONSIBLY

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LIMIT MANAGEMENT



NOTE THE FOLLOWING:

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

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LIMIT MANAGEMENT

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.

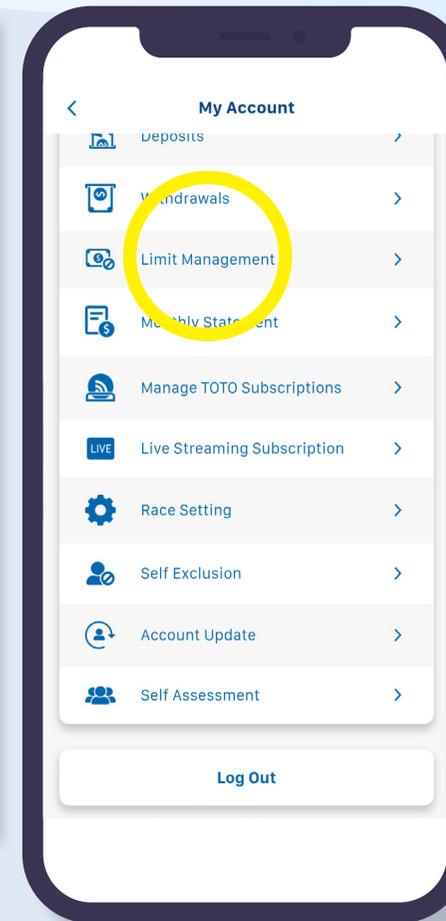
Yes No

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)

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LIMIT MANAGEMENT

My Account | 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](#)

Change Monthly Betting Limit

CANCEL

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)

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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.

S 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 Home → My Account → Limit Management

Account Overview

Account Update

Limit Management

Self-Exclusion

Self-Assessment

Monthly Statement

Transaction History

Deposits

Withdrawals

TOTO Subscription

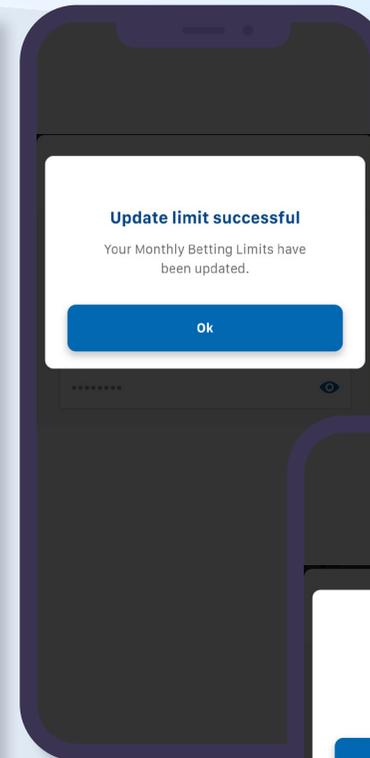
Live Streaming Subscription

Race Setting

Limit Management

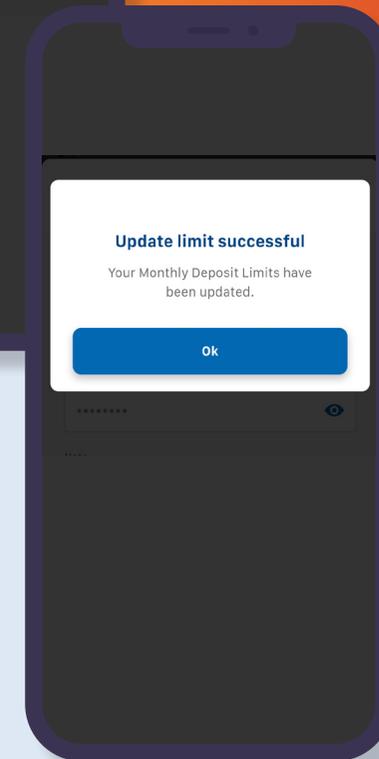
Your Monthly Deposit and/or Betting Limits have been updated.

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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FORGOTTEN PASSWORD/PIN/USERNAME

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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

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

FORGOTTEN PASSWORD/PIN/USERNAME

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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)

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

FORGOTTEN PASSWORD/PIN/USERNAME

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SINGAPORE POKERS

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

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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 POOLERS

Safer Play Our Services FAQ Corporate ENG 中文

Sports Lottery Horse Racing Account

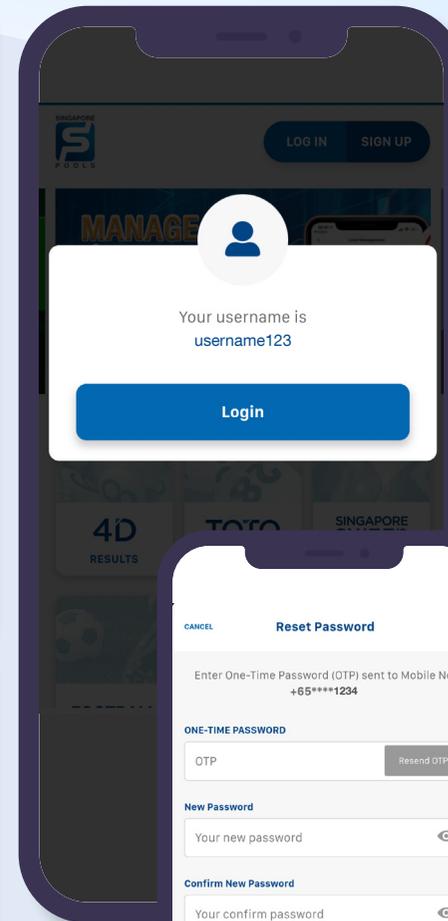
Username Password LOGIN Forgot Login? SIGN UP

Success

Your Username is username123

LOGIN

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



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

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

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

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