SINGAPORE POOLS ACCOUNT ACCOUNT REACTIVATION GUIDE



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



ACCOUNT REACTIVATION GUIDE

				Contact Us	Saler Play	Our Services	FAQ	Corporate	(<u>••</u>)
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Step 1: Determine if your account needs reactivation. When signing up for an account, you are prompted that there is an existing account with your NRIC.

Step 2: Proceed to the login page and login to your account. If you have forgotten your username and password, select 'Forgot Login' to reset them.



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- 3. I am not an undischarged bankrupt, and I will understood inform Singapore Pools should any bankruptcy notice or bankruptcy petition be served on me or if any act of bankruptcy has been committed by
- 4. I am not under any Casino Exclusion Order and I will inform Singapore Pools if any Casino Exclusion Order has been served on me

me:

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Accept

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			Safer Play	Our Services FAQ Corporate		
Sports Lottery	Horse Racing Account	Logged i	n: 00:00:20 LOG 0	UT (S) testjack8	Balance: \$0.00	A
My Account	Home -> My Account -> Account Reactivation					
Account Overview	Account Reactivation					
Account Update	Account reactivation required.					5
Limit Management	Update your personal particulars and perform id	entity verification to reactivate your accour	nt.			m
Self-Exclusion	ACCOUNT NO. 010799989					
Self-Assessment						С
Monthly Statement	Select one of the following option	to proceed:				•
Transaction History	Using Singpass & MyInfo		Identity verificatio	n via video call		
Deposits	ivo additional document needed.		TOU WIII DE required			
Withdrawals	Retrieve MyInfo wit	h Singpass		Proceed to upload documents		
TOTO Subscription	Sign up in 2 quick steps:		Steps to sign up:			
Live Streaming Subscription						6:10
Race Setting	Complete application	form with MyInfo	[<u>Ω</u>] ●	Fill up and submit the application	n form.	Acc
	Perform identity veri	fication via Singpass.	ເ <u>ດ</u> າຍ	Upload image of your NRIC/FIN c	ard and proof	If you notice that you or some Mational Problem G
	r . ©		r-®	of residential address (for FIN ho	ilders).	Balance Logged
	Your account will be activated within two day	s pending eligibility checks. Upon activatio	on, complete Account Se	etup to start using your account.		Account reactiv
	The usage of Singpass to retrieve personal da Please use a mobile device or computer with	ta is a one-off request for the purpose of f camera to complete registration with Singp	orm filling and identity ve ass.	erification only.		Account No. 010
	Do not press Back or Retresh throughout the	e session.			_	
					_	Select one of the Using Singpass &
						No documents nee
						Identity verificat
						You will be require
						Proceed

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age will be shown that indicates your account s reactivation.

Select method for reactivation, i.e. Singpass or videocall.

re for registration and verification using:

- form and video call
- ass



FREQUENTLY ASKED QUESTIONS

2					Contact Us	Salex Play	Our Services	FAG Cog	vorate		
Sports	Lottery	Horse Racing	Account					TOUR			
ACCO	UNT INFO	RMATION It and above all fields a	e mandatory, uniess othe	rwise indicated. it may tai	e 3 to 3 minu to complet	e the registration	form upon verifica	nion, allow up to 2	days for	toceand	
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							INRIC				
							NRIC / FIN enter	red already exists. Ple	ase log in a	bove.	
							Product Select Customise the after login.	tion products you would	like to viev	v and place bet	
						Sports	s 🗌 Lottery	Hoi	rse Racing		
							Name Enter your nam including alias a	e as per NRIC or off and/or Hanyu Pinyin	cial docun name.	nent containing FI	
							Your Name				
							Nationality				
							Singapore	Next			
							• Account	e Perid	ontial	Logic	
							Account Information	on Q Resid	snual ss	-> Login Informati	

Question

Why do I need to reactivate my Singapore Pools Account?

Answer

Reactivation is required for the following reasons:

- 1. Accounts that did not complete the identity verification process within 90 days from the date of registration
- 2. Accounts that were previously active but became dormant

For accounts that requires reactivation, a message will be shown to prompt users to complete the reactivation process.

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