

FOR IMMEDIATE RELEASE

[25 March 2020]

SINGAPORE POOLS TO CLOSE LIVEWIRES & OFF-COURSE BETTING CENTRES AS PART OF ENHANCED COVID-19 MEASURES

1. With the “Tighter Measures to Minimise Further Spread of COVID-19” advisory released by MOH on 24 March 2020, Singapore Pools will implement further measures to safeguard the health and well-being of staff and customers.
2. With immediate effect (**25 March 2020**), all live lottery draws (4D, TOTO, Singapore Sweep) will be conducted behind closed doors until further notice. Visitors and members of public will not be permitted to attend the draws. Transmission of live lottery draws at branches will also be suspended.
3. With effect from **26 March 2020**, all Livewire Venues and Off-course Betting Centres will be closed for live sports betting and horse racing, until further notice. Singapore Pools Account Holders can continue to place their bets online and via telephone.
4. Additional measures supported by on-ground assistants will be deployed at our outlets to manage any queues and to prevent overcrowding. We seek the kind cooperation of our customers to assist us in this matter, and to practice safe social distancing always.
5. Singapore Pools would like to express our appreciation to our customers for their understanding and continued support for our social distancing measures implemented since 21 March 2020. These include regulated access, physical separation measures at queues, shortened operation hours and closing of selected centres. Customers can contact our Customer Service hotline at 6786 6688 if they have any queries.
6. The safety and welfare of our customers are of utmost priority to us, we will continue to review our measures in line with the advisories from the Ministry of Health and relevant agencies.

About Singapore Pools

The government established Singapore Pools on 23 May 1968 to provide safe and trusted betting to counter illegal gambling. As a not-for-profit organisation, all of Singapore Pools' surplus is channeled to Tote Board to fund a wide range of causes in social service, community development, sports, the arts, education and health sectors. Currently, Singapore Pools contributes about \$2 billion annually to the Government in the form of taxes and duties, and for the funding of good causes.

To ensure our responsible gaming practices are benchmarked to international standards, we adopt the World Lottery Association's Responsible Gaming Framework and received the highest level of certification (Level 4) in 2012 and gained re-certification in 2015.

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