

[19 July 2020]

SINGAPORE POOLS TO RESUME OPERATIONS AT LIVEWIRES FROM 20 JULY

1. Singapore Pools will resume operations at Livewires with live betting and screening services, effective from 20 Jul 2020.
2. Our customers' safety and well-being remain our top priorities with the implementation of safe management measures according to Government's guidelines. These include:
 - a. Controlled access to a maximum of 50 persons per floor or within a demarcated area where live screening of sports events occurs.
 - b. Enhanced cleaning and social distancing measures, including on-ground assistants, visual signages and public education materials, in addition to mandatory check-in/out via the SafeEntry app.
3. To minimise the risk of COVID-19 transmission, customers visiting our outlets are advised to avoid peak hours. Singapore Pools also encourages all customers, especially persons aged 60 and above and those with medical conditions, who are at risk of poorer clinical outcome in the event of a COVID-19 infection, to utilise our online account betting channel as their primary mode of transaction. Singapore Pools Account registration details are available at <https://online.singaporepools.com/en/account/registration>.
4. Singapore Pools would like to thank our customers for their patience and continued support. We will monitor and assess our operations closely to ensure the safety of all our customers. For further enquiries, customers can contact our Customer Service hotline at 6786 6688 or email customerservice@sgpoolz.com.sg.

About Singapore Pools

Singapore Pools was established by the Singapore government on 23 May 1968 to provide safe and trusted betting to counter illegal gambling. As a not-for-profit organisation, all of Singapore Pools' surpluses is channelled to Tote Board to fund a wide range of causes in social service, community development, sports, arts, education and health sectors. Since 2004, over \$5 billion have been channelled to Tote Board. In addition, Singapore Pools also contributes about \$2 billion annually to the Government in the form of taxes and duties.

Our responsible gaming practices have been awarded the highest level of certification (Level 4) by the World Lottery Association's Responsible Gaming Framework since 2012; with re-certification in 2015 and 2019.

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