

## **FREQUENTLY ASKED QUESTIONS**

### **Section 1: Singapore Pools to take over Horse Betting Operations from Singapore Turf Club**

#### **1. Why is Tote Board transferring horse betting services from Singapore Turf Club to Singapore Pools?**

A: The Tote Board Group, comprising Tote Board, Singapore Pools and Singapore Turf Club, conducts regular strategic business reviews to streamline the Group's operations to achieve efficiency and cost synergies.

The transfer of horse betting services from Singapore Turf Club to Singapore Pools is a result of a recent strategic business review. The focus is to derive synergies by leveraging on the core functions of entities in the Tote Board Group.

In this case, horse betting services will be transferred to Singapore Pools as part of its product offerings to derive benefit from the consolidation of IT systems, product channels and customer care. Singapore Turf Club will continue its core function of providing high quality horse racing.

#### **2. Where will the cost savings from streamlining and efficiency be diverted to?**

A: Singapore Pools remains as an agent of Tote Board and all surpluses from the gaming operations are channelled back to the Community through Tote Board's grantmaking programmes, in line with Tote Board's mission to Uplift the Community by Giving Hope to the vulnerable groups and Improving Lives of all in Singapore.

#### **3. Does this mean that Singapore Pools will be taking over Singapore Turf Club or that the two entities will merge?**

A: Singapore Pools will operate and manage horse betting, while Singapore Turf Club will focus on managing and providing high quality horse racing. Singapore Pools and Singapore Turf Club will remain as separate legal entities.

#### **4. With this transfer, does it imply that there will be 'live' telecast of horse racing at Livewire in Singapore Pools?**

A: Live telecast of horse racing is already available at all off course betting centres as well as Livewire (MBS) and Livewire (RWS).

#### **5. Will there be any change in game structure?**

A: There will be no change in game and payout structure as a result of this consolidation. Singapore Pools will continue to conduct betting on the totalisator on a pari-mutuel basis. Existing bet types will continue.

**6. Will customers be able to place horse racing bets at Singapore Pools authorised retailers?**

A: Customer can continue placing their bets at selected branches as well as off course betting centres. There is no change from the current situation.

**7. Will horse racing be available on the Singapore Pools mobile app? Will customers be able to place lottery and sports bets on the iTote app?**

A: The two apps will run independently of each other. This means customers will continue to place lottery and sports bets via the Singapore Pools mobile app, and horse racing bets via the iTote app.

**8. Can I use NETS for horse racing bet payment at the Singapore Racecourse and Off-Course Betting centres?**

A: In line with the current practice, only cash will be accepted.

**9. With the transfer of horse betting services from Singapore Turf Club to Singapore Pools, does Singapore Pools intend to consolidate the betting systems?**

A: Singapore Pools will review its business processes and improve the systems to eventually offer a unified account management system for all Sports, Lottery and Horse Betting services. This is expected to be implemented about a year after the transfer of horse betting services from Singapore Turf Club to Singapore Pools takes place.

**Section 2: Transfer of Singapore Turf Club Telebet Accounts (iTote) to Singapore Pools**

**1. How will the transfer of horse racing betting operations from Singapore Turf Club to Singapore Pools affect me?**

A: There will be no impact to Telebet Account holders. You may continue to log in and use the betting services, i.e. iTote or TeleTote as usual.

**2. I have an existing GIRO arrangement with Singapore Turf Club. Do I need to reapply or change it to the Singapore Pools bank account?**

A: You do not need to reapply for GIRO arrangement with Singapore Pools. These details will be ported over to Singapore Pools together with your Telebet Account. Alternatively, if you wish to close your betting account, please contact Singapore Turf Club at [telebet@turfclub.com.sg](mailto:telebet@turfclub.com.sg) or 6879 1388.

**3. Can I now bet on horse racing using my current Singapore Pools remote betting account?**

A: The Singapore Pools account for lottery and sports will be kept separate from the Telebet account for horse racing. Similarly, the current Singapore Pools mobile app and iTote app will continue to run independently of each other. This means that account customers can only place bets on lottery and sports via their Singapore Pools account/mobile app and horse racing bets via their Telebet account in iTote.

**4. I have set different funding limits and expenditure limits with Singapore Turf Club and Singapore Pools. Will my funding limits and expenditure limits now be combined?**

A: Your Telebet Account and Singapore Pools Account will be managed separately. There will be no change to your funding limits and expenditure limits set for horse racing.

**5. Can I still perform deposits and withdrawals at Singapore Racecourse, or any Off-Course Betting centre or outlet?**

A: There is no change to the current Telebet deposit and withdrawal locations. You may deposit at the Singapore Racecourse, or any off-course betting centres or outlet. Cash withdrawal service is only offered at the Singapore Racecourse during Singapore Race days. The withdrawal amount is capped at \$500 per day.

**6. What will happen to my Telebet account?**

A: From 7 Jan 2019, your Telebet account will be transferred to Singapore Pools. If you wish to close your betting account, please call 6879 1388 or email [telebet@turfclub.com.sg](mailto:telebet@turfclub.com.sg).

**7. Who can I contact to find out more?**

A: Should you have any other question, please call 6879 1388 or email to [telebet@turfclub.com.sg](mailto:telebet@turfclub.com.sg).

**8. Is there any change to the contact numbers for horse racing services?**

A: There will be no changes to the contact numbers. For enquiry on:

- a) Raceday information – Customers may continue to dial 6515 0888.
- b) Account services – Customers may continue to dial 6515 1888.
- c) Bet placement through Operator Assisted services – Customers may continue to dial 6691 9888.

### **Section 3: Transfer of Singapore Turf Club SELF-BETTING KIOSK (SBK) Cardholder to Singapore Pools**

#### **1. How will the transfer of horse racing betting operations from Singapore Turf Club to Singapore Pools affect me?**

A: There will be no impact to customers. You can continue to bet on horse racing using the Self-Betting Kiosks at Singapore Racecourse, or any OCB or outlet.

#### **2. Does this mean I will need to apply for a new SBK card?**

A: No. You do not need to apply for a new SBK card.

#### **3. What will happen to my SBK Card?**

A: From 7 Jan 2019, your SBK card will be transferred to Singapore Pools. If you wish to terminate your SBK card, please call 6879 1388 or email [telebet@turfclub.com.sg](mailto:telebet@turfclub.com.sg).

#### **4. Can I perform deposits/withdrawals or apply for an SBK card at any of the Singapore Pools branches?**

A: All applications, deposits/withdrawals or application for an SBK card can only be performed at Singapore Racecourse or any Off-Course Betting centre or outlet.

#### **5. Who can I contact to find out more?**

A: Should you have any other question, please call 6879 1388 or email to [telebet@turfclub.com.sg](mailto:telebet@turfclub.com.sg).

### **Section 4: Racing Gold Card (RGC) Holder**

The RGC scheme remains unchanged. RGC holders will continue to enjoy the complimentary access to off course betting centres and outlet.

#### **1. Who do I contact for matters related to Racing Gold Card?**

A. Please call 6879 1000 or email to [GoldCard@turfclub.com.sg](mailto:GoldCard@turfclub.com.sg).

#### **2. Do I still visit the Singapore Turf Club website for racing news and racecard information for local and overseas races?**

A. The Singapore Turf Club website will continue to provide racing news and information.

#### **3. Will there be changes to admission fees at the Singapore Racecourse, Off-Course Betting centres and outlets?**

A. There are no changes to the admission fees and arrangements.

**4. Do I need to contact both Singapore Turf Club and Singapore Pools when there is a change in my personal particulars, e.g. residential address?**

A. For update of personal particulars, Gold Card holders need to inform Singapore Turf Club. Gold Card holders, who are also Account holders, need to update Singapore Pools. This is necessary as Singapore Turf Club and Singapore Pools are two separate legal entities.

**5. As a Gold Card holder at Singapore Turf Club, will I be affected since I place bets both online and at the Club?**

A. There will be no change to your Gold Card membership with Singapore Turf Club. You can continue to bet on iTote if you keep your Telebet account, which will be transferred to Singapore Pools.

**Section 5: Horse Owners**

The rights and obligations of Singapore Turf Club towards horse ownership remain unchanged. Horse owners will continue to receive complimentary access to off course betting centres and outlet.

**1. Who do I contact for matters related to horse ownership?**

A: For horse ownership matters, please email to [horseownership@turfclub.com.sg](mailto:horseownership@turfclub.com.sg) or call 6879 1000.

**2. Do I still visit the Singapore Turf Club website for racing news and race card information for local and overseas races?**

A. The Singapore Turf Club website will continue to provide racing news and information.

**3. As a horse owner, can I still bet from overseas?**

A. You can continue to bet from overseas.

**4. Do I need to contact both Singapore Turf Club and Singapore Pools when there is a change in my personal particulars, e.g. residential address?**

A. For any update of personal particulars, Horse Owners need to inform Singapore Turf Club. Horse Owners, who are also Account holders, need to update Singapore Pools. This is necessary as Singapore Turf Club and Singapore Pools are two separate legal entities.

## **Section 6: Self-Exclusions**

### **1. What will happen to me if I currently have an NCPG Online Betting Self-Exclusion from Remote Betting Account with Singapore Turf Club? I do not have a Singapore Pools Remote Betting account.**

A: Your NCPG Online Betting Self-Exclusion from the Singapore Turf Club Remote Betting Account will be automatically converted into an Online Betting Self-Exclusion from the Singapore Pools Remote Betting Account (i.e. exclusion from remote lottery, sports and horse racing). You will also receive a letter from NCPG informing you of this. No action is required from you.

### **2. What will happen to me if I currently have a Singapore Pools Remote Betting Account, but I have previously applied for NCPG Online Betting Self-Exclusion from the Singapore Turf Club Remote Betting Account?**

A: Your NCPG Online Betting Self-Exclusion from the Singapore Turf Club Remote Betting Account will be automatically converted into an NCPG Online Betting Self-Exclusion from the Singapore Pools Remote Betting Account (i.e. exclusion from remote lottery, sports and horse racing). Singapore Pools will therefore have to suspend your Singapore Pools Remote Betting Account from 7 Jan 2019 onwards. You will receive a letter from NCPG to inform you of this.

If you do not wish for your NCPG Online Betting Self-Exclusion from the Singapore Turf Club Remote Betting Account to be extended to your Singapore Pools Remote Betting Account, you will have to contact NCPG at 6354 8154 to revoke your Online Betting Self-Exclusion from Singapore Pools Remote Betting Account by 28 Dec 2018.

### **3. I applied for NCPG Online Betting Self-Exclusion from the Singapore Pools Remote Betting Account before 7 Jan 2019 and I currently have a Singapore Turf Club Remote Betting Account. What will happen to my self-exclusion?**

A: With effect from 7 Jan 2019, your Singapore Turf Club Remote Betting Account will be transferred to Singapore Pools. Since you have applied for the NCPG Online Betting Self-Exclusions from the Singapore Pools Remote Betting Account, you will be excluded from lottery, sports and horse racing on the remote betting services from 7 Jan 2019.

### **4. How can I apply for NCPG Self-Exclusion from 7 Jan 2019?**

A: There is no change to the process to apply for an Online Betting Self-Exclusion. Please apply online at [www.ncpg.org.sg](http://www.ncpg.org.sg) using your SingPass. If you do not have a SingPass, you may download a copy of the application form from the NCPG website and mail the completed form to NCPG at 510 Thomson Road, #05-01, Singapore 298135.

**5. Will there be any change to the NCPG Online Betting Self-Exclusion revocation process from 7 Jan 2019? How do I apply to revoke my NCPG Online Betting Self-Exclusion from 7 Jan 2019?**

A: There is no change to the process to revoke your NCPG Online Betting Self-Exclusion. Please call NCPG at 6354 8154 to make an appointment for a revocation interview.

**6. When will self-exclusions from Singapore Turf Club stop being offered?**

A: With effect from 29 Oct 2018, there will only be one NCPG Online Betting Self-Exclusion from all remote betting accounts, covering lottery, sports and horse racing.

**Section 7: Others**

**1. I am a Singapore Turf Club customer. How do I stop my information from being transferred to Singapore Pools?**

A. On and after 7 Jan 2019, customer information will be transferred from Singapore Turf Club to Singapore Pools. Customers can call 6879 1388 to terminate your account with Singapore Pools.