

FAQ for IVR Lottery Betting Service

General

1. What is this IVR Lottery Betting Service?

This service allows PoolzConnect Members to place their lottery bets via an Interactive Voice Response (IVR) System. No physical tickets will be issued, as all bets will be captured through the betting system.

To place your bets, please call the IVR Lottery Betting Line at 6212 0039, then follow a series of voice prompts and enter your selections via the number pad on your phone. This self-service IVR Lottery Betting service is available from 6 am to 6 pm daily.

2. Do I have to pay to use this service?

You will not incur any charges to use the IVR Lottery Betting Service.

For Platinum Account Members, please note that a bank charge of \$0.20 will apply for every debit request if your bet requires additional funds to be debited from your bank account. The bank will not refund this charge even if you choose to reject your bet subsequently.

3. What bets can I place via the IVR Lottery Betting Service?

You can place bets on the following:

4D	TOTO
<u>Self Pick</u> Ordinary Bets, System Entry Bets, and 4D Roll	<u>Self Pick</u> System Bets and System Roll
<u>Quick Pick</u> Ordinary Bets, System Entry Bets, and 4D Roll	<u>Quick Pick</u> Ordinary Bets, System Bets and System Roll

4. When will I get my winnings?

Your lottery winnings will be credited to your PoolzConnect Account by 9 am, the following morning after the draw, which is in line with the current practice at the outlets.

5. Why is 4D iBet not available?

We have started with some simple straightforward bet types. We will continue to monitor the response to this service and evaluate if we will extend the service to other bet types.

6. Why is self-pick TOTO Ordinary Bets not available?

We decided not to offer self-pick Ordinary Bets for TOTO as this option may prolong the transaction time unnecessarily.

User Guide

7. How do I place bets via the IVR Lottery Betting Service?

Step-by-step Guide:

- i. Call 6212 0039
- ii. Key in your 7-digit Account Number and PIN for authentication
- iii. Select "Game Type" – 4D or TOTO
- iv. For 4D only, select "Draw Date"
- v. Follow the voice prompts to enter your bet details
- vi. Listen out for the message, "Your bet has been processed", which will be followed by a playback of your bet details
- vii. Follow the voice prompts to accept, reject or playback your bet details

After placing your lottery bets, please check your bet details via the Member's Website.

8. How do I check the details of my lottery bets?

Step-by-step Guide via the Member's Website:

- i. Login to <http://poolzconnect.singaporepools.com.sg> using your Account Number and PIN
- ii. Click on "My Account"
- iii. Select "4D" or "Toto"

Alternatively, you may wish to call Member Service and select option 3 for "Open Bets" or option 4 for "Bet History for the last 8 Days".

9. How many bets can I place for each call?

You can place up to a maximum of 3 lottery bets per call. The minimum and maximum number of boards that can be placed per bet are listed in the table below.

	4D		TOTO	
	Self Pick	Quick Pick	Self Pick	Quick Pick
Minimum Boards	1	1	1 for System Bets and Roll only	7 for Ordinary Bets, 1 for System Bets and Roll
Maximum Boards	4	4	4	20

Please note that 1 board is equivalent to 1 set of 4D or TOTO numbers, regardless of the number of draw dates selected.

10. Can I place bets for more than 1 draw date?

For 4D, you can choose to place bets for up to a maximum of 3 draw dates. However, for TOTO, you can only place bets for the current draw date.

11. What is the maximum or minimum stake amount for each bet?

For 4D:

Bet Type	Minimum Stake Amount	Maximum Stake Amount
4D Ordinary	\$5	Big stake – \$500 Small stake – \$500
4D System Entry	\$1	
4D Roll	\$1	

For TOTO by Board:

Bet Type	Minimum Stake Per Bet		Maximum Stake Per Bet	
	No. of Boards	Stake Amount	No. of Boards	Stake Amount
Ordinary	7	\$3.50	20	\$10.00
System 7	1	\$3.50	20	\$70.00
System 8	1	\$14.00	20	\$280.00
System 9	1	\$42.00	20	\$280.00
System 10	1	\$105.00	20	\$2,100.00
System 11	1	\$231.00	20	\$4,620.00
System 12	1	\$462.00	20	\$9,240.00
System Roll	1	\$20.00	20	\$400.00

For TOTO by Bet Amount:

Bet Type	Minimum Stake Per Bet	Maximum Stake Per Bet
Ordinary	\$4.00 (Ordinary x 8)	\$500
System 7	\$4.00* (System 7 x 1)	
System 8	\$14.00	
System 9	\$42.00	
System 10	\$105.00	
System 11	\$231.00	
System 12	\$462.00	
System Roll	\$20.00	

* Due to system constraints, only dollar amounts can be entered. However, only \$3.50 will be debited from your betting account.

12. Can I cancel or reject a bet?

You will not be able to cancel or reject your bet once you have heard the message, "Your bets have been processed".

For re-offered bets, your bets are considered "on" even if you end the call prematurely or do not select option 1 to accept the bets. If you do not agree with the re-offered bet details, you must select option 2 after the playback to reject the bet.

The stake amount will be refunded into your PoolzConnect Account once you have heard the message, "Your bets have been cancelled".