

08.11.2022

AUTOMATIC SYSTEMS LTD

TELETOTE & SMS BETTING

RULES

AND

REGULATIONS



11.11.2022

1. DEFINITION SECTION

In these rules, the below words shall have the following meaning:

- 1.1 **Company:** Automatic Systems Ltd
- 1.2 **Account:** unless otherwise provided for shall mean a Teletote account opened with Automatic Systems Ltd;
- 1.3 **Account Manager:** the person who shall manage the Teletote;
- 1.4 **Customer:** a Teletote Account holder;
- 1.5 **Officer:** employee or agent of Automatic Systems Ltd;
- 1.6 **Teletote:** system of placing bets or stake by telephone;
- 1.7 **SMS Betting:** system of placing bets or stake by SMS.

2. OPENING AN ACCOUNT

- 2.1 An account can only be opened in the name of natural persons.
- 2.2 An account is opened when:
 - (a) a person has filled in the requisite application form at the Head Office or any outlet of the Company or;
 - (b) a person has completed the registration process on www.supertote.mu after making a minimum deposit of Rs 500.
- 2.3 Every application form must provide the following details in respect of the applicant. The Company shall use the applicant's information in strict compliance with the Data Protection Act 2017 and the EU General Data Protection Regulation:
 - * Name
 - * Residential address
 - * Postal address
 - * Fixed line and mobile number
 - * Identity Card Number
 - * Bank Details (optional)
 - * Email address
- 2.4 The Account Manager is to be notified in writing of any change in the account details within seven days of such change taking place.
- 2.5 Automatic Systems Ltd shall not be held responsible or liable for any fault arising out of a change in the customer's particulars and/or account details which have not been communicated as provided at paragraph 2.4.

3. DEPOSITS

Deposits can be made at a betting terminal, by post, online through www.supertote.mu by credit card, through Internet Banking or by direct bank transfer. No deposit shall yield any interest whatsoever.

3.1 Deposits at a betting terminal:

- (a) Deposits can be made at any betting terminal.
- (b) Deposits at a betting terminal can be made only in cash.
- (c) For every terminal deposit the customer shall produce his/her Teletote card to the officer.



- (d) On receipt of the sum deposited, the officer will credit the customer's account and will issue him/her a receipt which he/she will have to verify and sign.

3.2 **Deposits by post:**

- (a) Deposits can also be made by sending a bank cheque by post to the Account Manager at the following address:

**Teletote
Automatic Systems Ltd
Champ de Mars,
Port-Louis,
11404**

- (c) The cheque is to be made to the order of **Teletote**.
- (c) Every cheque shall be endorsed with the Account Number.
- (d) On receipt of the cheque, the Account Manager will issue a receipt to the customer, specifying the bank clearance date on which the customer's account will be credited.
- (e) All cheques, promissory notes or other bills of exchange other than cash deposits may be subject to bank clearance before funds are credited to the customer's account.

3.3 **Deposits by direct bank transfer:**

- (a) Deposits can be made by the customer by effecting a direct bank transfer to Teletote's account, the particulars of which are as follows:

Account number: 000120038234
The Mauritius Commercial Bank Ltd
Edith Cavell Street,
Port-Louis
Or
Account number: 61 030 100039131
The State Bank of Mauritius Ltd
1 Queen Elizabeth II,
Avenue Place D'Armes,
Port-Louis

- (b) The funds from the said deposit will only be credited to the customer's account once the Account Manager obtains the bank's clearance.

3.4 **Deposits through Internet Banking:**

You can transfer your money from your bank account to your Teletote account.

For SBM account holders, visit the website <https://ebmu.sbmgroup.mu/> to credit Teletote's bank account number 61030 1000 39131.

For MCB account holders, visit the website <https://ib.mcb.mu/> to credit Teletote's bank account number 0001 2003 8234

Your Teletote Account number must be clearly specified in both cases.



3.5 Deposits Online through www.supertote.mu by credit card:

By logging in, and clicking "Deposit Funds"* and entering the amount to be credited to Teletote's Account and all information requested on the credit card. (Note: For security reasons and for compliance purposes, the withdrawal option at a betting terminal will be disabled. For alternative withdrawals, refer to clause 4.7.1).

* Subject to the policy of some banks, the Deposit funds option might not be available.

4. **WITHDRAWALS**

- 4.1 Withdrawals can be made either at a betting terminal, by post, by phone, through the website www.supertote.mu or by bank transfer.
- 4.2 When a request for withdrawal is made at the betting terminal, the customer must produce the following to the officer:
- Teletote card
 - National identity card (Compulsory)
- 4.3 On effecting the withdrawal, the officer will issue the customer with a computer generated withdrawal ticket which must be signed by the customer and retained by the officer.
- 4.4 A request for postal withdrawal shall be made in writing and addressed to;
- The Account Manager,
Automatic Systems Ltd,
Champ de Mars,
Port-Louis,
11404
- 4.5 A written request for postal withdrawal shall indicate the customer's account number, his/her name and address and shall be duly signed by the customer.
- 4.6 On receipt of an application for postal withdrawal, the Account Manager shall debit the customer's account accordingly and forward by registered post to the customer a crossed cheque payable to the account of the payee only or credit his bank account.
- 4.7 By phoning the customer service a Teletote account holder can make a withdrawal from his/her account. The customer will confirm his/her personal and banking details to the Account Manager who will cross check the given details. If the details are the same as in the system, the Account Manager shall debit the customer's Teletote account accordingly and forward by registered post to the customer a crossed cheque payable to the account of the payee only or credit his/her bank account.
- 4.7.1 By logging in on www.supertote.mu and clicking "Request a Withdrawal" and entering the amount to be debited from the Teletote Account, a crossed cheque payable to the account of the payee only will be forwarded by registered post to the customer or his/her bank account will be credited, depending on the method chosen.
- 4.8 No withdrawal can be effected if the account has insufficient funds to cover the withdrawal.

- 4.9 A bona fide payment by Automatic Systems Ltd shall release Automatic Systems Ltd from any further liability.



5. STATEMENT OF ACCOUNT

Statements of account may be requested either in writing or by telephone by the Account holder against such fee as may be decided by the Account Manager.

6. CLOSING ACCOUNT

- 6.1 A customer's account shall be closed on request made in writing by the customer.
- 6.2 The Account Manager may at any time close a customer's account if the said account has remained dormant or inactive for a period of 90 consecutive days.
- 6.3 Any remaining balance on the dormant/ inactive account shall be paid back to the customer by sending a bank cheque at his postal address. The cheque shall be crossed and payable to the account of the payee only.

7. PLACING BETS BY TELEPHONE

- 7.1 Bets can be placed by telephone by any customer by quoting the following:
 - Account number
 - Security code
- 7.2 The officer will give to the customer his/her account balance. If the customer agrees to the figure given by the officer, he/she shall place his/her bets.
- 7.3 After each bet made by the customer, the officer will enter the bet and "call-back" what has been recorded.
- 7.4 If the call-back is not challenged or queried by the customer, the latter shall be deemed to have accepted the details called as being correct and shall be bound by them.
- 7.5 All telephone bets are recorded.
- 7.6 The recorded call-back of the officer shall be the one and only proof of the bets placed.
- 7.7 After the expiry of 30 days, the recordings shall be destroyed unless a complaint has been filed pursuant to rule 9.
- 7.8 Any bets made through the Teletote may not be altered or withdrawn after they have been accepted.
- 7.9 No bet can be made if the account has insufficient funds to cover the stake.

8. PLACING BETS BY SMS

- 8.1 Bets can be placed by SMS via the Supertote Application by entering the following:
 - Account number
 - PIN Code
- 8.2 The only proof of the betting transaction(s) shall be the Confirmation message received by SMS after a bet has been placed and/or the betting transaction(s) recorded into the Company's betting system.
A bet is deemed to have been accepted if it is recorded into the Company's betting system and/or a Confirmation message sent to the client has reached the SMSC of the network operator irrespective of whether that confirmation reaches the client.

In case no Confirmation messages received after placing a bet, the client is strongly advised to call the Customer Service on 211 8080 to verify if his/her transaction has



been recorded into the Company's betting system. Otherwise, on the Supertote Application, the client can view all bets placed for the current race meeting.

- 8.3 Any bets made by way of SMS may not be altered or withdrawn after they have been registered into the Company's betting system.
- 8.4 No bet can be made if the account has insufficient funds to cover the stake.
- 8.5 Any bet on a particular race can be placed until the system is closed prior to the start of that race.

9. COMPLAINTS

- 9.1 Any complaint whatsoever shall be lodged in writing with the Account Manager or by telephone with an officer within 30 days of the official results.
- 9.2 The recorded call-back of the officer for the Teletote betting shall be the one and only proof of the bets placed.
- 9.3 The Confirmation message and/or the computer records for the SMS betting shall be the one and only proof of the bets placed.
- 9.4 Automatic Systems Ltd shall in no way be liable for any loss where such loss is due to faulty transmission and/or communication including any breakdown in telecommunication and/or the unavailability of the Teletote and SMS betting systems.
- 9.5 Automatic Systems Ltd shall not be responsible for any unauthorised use of an account by impersonation or otherwise, nor in any case where a customer's signature has been forged or a customer's security code has been stolen and used without authorisation.
- 9.6 The Account holder shall immediately advise the Account Manager in writing or by telephone if a Teletote card is lost or a security code has been stolen or used without the authorisation of the Account holder. Upon receipt of such advice, the Account Manager shall freeze the account until a new security code is issued.
- 9.7 Claims or queries arising after a 30 days period shall not be entertained.

10. TOTALISATOR

- 10.1 Winnings are credited directly to the customer's account as soon as possible after the race results have been declared official by the Horse Racing Division.
- 10.2 Refunds on scratching are credited directly to the customer's account as soon as possible after the race results have been declared official by the Horse Racing Division.

11. AGENCY

By opening an account, a customer undertakes to give the implied authorization to the Account Manager and/or any officer to deal with his account funds in accordance with his/her instructions given either in writing, or verbally by telephone.

12. RULES OF BETTING

All telephonic and SMS bets are made subject to the rules contained herein and in accordance with the existing Totalisator Rules and Regulations as approved by the Gambling Regulatory Board.



13. DISCRETION TO ALTER THE TELETOTE RULES AND REGULATIONS

- 13.1 Automatic Systems Ltd reserves the discretionary right to change, vary or otherwise alter the present rules and regulations by giving sufficient notice subject to the approval of the Gambling Regulatory Authority Board.
- 13.2 No complaints, queries or actions shall lie against Automatic Systems Ltd for any alteration or change brought to the Teletote & SMS Betting Rules and Regulations in accordance with the provisions set out in this paragraph 13.1
- 13.3 As stipulated in the Company's Totalisator Rules & Regulations, all scratched horses for the Place Accumulator, Pick 4, Pick 6 and Pick 8 pools shall be replaced automatically by the Totalisator favourite whereas all scratched horses for the other pools shall be refunded after the official results. As for the "All for All" bet, it continues as if that leg had not been selected and any reinvestments from the previous leg, or legs, shall be carried forward to the next selected leg(s) if any remain. For a single leg bet or the terminating leg of an "All for All" bet, the amount due for investment in that leg, shall be paid as a dividend. Please refer to Company's Totalisator Rules & Regulations regarding scratching.

