



# 4 RACING

**TAB4RACING IS BUILDING A BETTER ONLINE HOME FOR YOUR RACING & SOCCER BETS.**

**THE COUNTDOWN BEGINS.**

## **FAQ Document**

### **Q: What is changing?**

A: There is a new url to log into your TAB account with an amazing new betting experience: [www.tab4racing.com](http://www.tab4racing.com). Your account number and password remains the same.

Look for this login icon on the sites: [www.tabonline.co.za](http://www.tabonline.co.za), [news.tabonline.co.za](http://news.tabonline.co.za) & [www.tabnews.co.za](http://www.tabnews.co.za), this will direct you to [www.tab4racing.com](http://www.tab4racing.com).

### **Q: What will happen to my [play.tabonline.co.za](http://play.tabonline.co.za) betting account?**

A: Your basics of your TAB account will remain the same, there will be no change to your login details or your account balance. All the tools that you are familiar with on the [play.tabonline.co.za](http://play.tabonline.co.za) account will remain the same, this site is not going anywhere.

We have simply given you an amazing brand update which is a new way to explore horse racing and soccer via the [www.tab4racing.com](http://www.tab4racing.com) platform that is also mobile friendly. All the existing features on [www.tabonline.co.za](http://www.tabonline.co.za), [news.tabonline.co.za](http://news.tabonline.co.za) & [www.tabnews.co.za](http://www.tabnews.co.za) will be moving soon to [www.tab4racing.com](http://www.tab4racing.com).

### **Q: I am a [play.tabonline.co.za](http://play.tabonline.co.za) user, can I also use [www.tab4racing.com](http://www.tab4racing.com)?**

A: Absolutely, TAB4Racing is building a better online home for your racing & soccer bets. The countdown has begun. Stay tuned, and you can start exploring and using the new site which will have new features, and a new way to look at the familiar bets you take. Take a bet!

### **Q: What is new on [www.tab4racing.com](http://www.tab4racing.com)?**

A: Moving house is tough and [www.tabonline.co.za](http://www.tabonline.co.za), [news.tabonline.co.za](http://news.tabonline.co.za) & [www.tabnews.co.za](http://www.tabnews.co.za) have been the online home of TAB South Africa punters for years.

The new [www.tab4racing.com](http://www.tab4racing.com) has a new look and feel including the logo and colourway. Amazing new features include soccer and horse racing side by side. Bet sharing, a great innovation, that can bring a whole new way to interact with betting with friends and tipsters on social accounts!

New features such as enhanced information on the race card with comments, silks, jockeys, trainers and updated pool countdowns all make for informed betting. Rest assured, all of your familiar results pages, statistics and tipsters columns are all found on the TAB4Racing app and website, more of what you love in a simpler and more intuitive experience.

### **Q: Can I login to TAB4racing on my mobile?**

A: Apple users can login to the url '[www.tab4racing.com](http://www.tab4racing.com)' in your safari browser or via google, click the share button and then look for an add to home screen button. The app is now saved onto the home screen of your device.

Android users can login to the url '[www.tab4racing.com](http://www.tab4racing.com)' via google search or chrome browser, click Add to Home Screen. The app is now saved onto the home screen of your device.

Should you require any assistance, please do not hesitate to contact Customer Care on 0861 444 822 or email [customer@4racing.com](mailto:customer@4racing.com).

**Q: I have downloaded the TAB4Racing app but need help to register**

A: Should you be an existing TABOnline account holder, you can use your existing credentials and you do not need to register. If you do not have a TABOnline account, then click on the register button, and complete the mandatory information required. If you are a South African citizen, you will not be required to submit any information or documents in this process. Should you be using a passport, you would be required to submit a copy of your passport for FICA verification. Should your South African ID fail, you too will be prompted to submit a copy of your ID for FICA verification purposes.

**Q: I have downloaded and registered with TAB and want to deposit funds**

A: Should you be FICA validated, you would be able to deposit funds. Once logged in, you will have a "Deposit" function. We offer the following payment methods:

**Instant Deposits**

Credit Cards

Debit Cards

Instant EFT for most banks

Flash TVoucher

Manual Deposits, which take a bit longer to reflect on your account. We have bank accounts with the 4 major banks in South Africa. All of the details are available on the deposit page.

**Q: I have downloaded and registered with TAB, funds have been deposited and now want to take my first bet, can you help me?**

A: Once clicking either the "Horse" or "Soccer" icons, you will have all available betting events in the scroll down window. A new tab feature has allowed betting events to open earlier to allow you to take a bet before the day of the race. Select the venue and race in which you would like to take a bet, and the same for Soccer betting.

Once on the fields page, ensure that you have selected your bet type with the many bet options such as win and place bets, swingers, trifectas, and quartets, and big pool betting such as the Bipot and Pick 6 are all available.

After selecting your bet type, highlight your horse selection/s. enter the amount times you want to take the bet or the Rand value you want to spend, depending on the bet type. Click on Place Bet. A bet confirmation will be shown as soon as the bet is placed successfully.

Should you require any assistance, There is a feedback button on the mobile app where you will be assisted directly within the app. To contact Customer Care call: 0861 444 822 or email [customercare@4racing.com](mailto:customercare@4racing.com).

**Q: How do I calculate my Pick6 bet amount?**

A: A Pick6 is calculated at R1 a line.

For example, if you chose one horse in each of the 6 races i.e 1/4/6/2/4/6 this would cost you R1 and you would have to ensure that you take it for at least the minimum amount required, you can also take this bet for more.

Should you take a Pick6 permutation i.e. 1,2/4/4,6,7/1,2/8,9,10/1,2 this would be calculated as follows: Each leg is a multiplication of the units in each of the previous legs, that is leg 1 is multiplied by leg 2, that result is then multiplied by the unit/s in leg 3, that result is then multiplied by the unit/s in leg 4 and, so on for a total of 6 legs.

With a multiple entry, you can choose more than one option in one or more legs. The cost is R1 per combination/line. To calculate the number of combinations, multiply out the total number of options or choices for each leg to calculate the cost of the bet.

Pick6 bet 1,2/4/4,6,7/1,2/8,9,10/1,2 will be calculated as follows  $2*1= 2$ ,  $2*3= 6$ ,  $6*2= 12$ ,  $12*3= 56$ ,  $56*2= R72$ . The Total bet will cost R72 for 100% of the bet.

**Q: Can I open a TAB4racing betting account at a TAB branch?**

A: Yes, you can! The Customer Care team and tellers can help you with creating your account, remember that you will need documentation to FICA this account.

**Q: Can the Tab Customer Care place a bet for me with funds in account?**

A: No.  
Customer Care cannot take a bet for you. You need to call the Telebet Call Centre on 0861 000 822 or 011 434 8400.

**Q: How do I retrieve my account number?**

A: Should you have forgotten your account number, this can be retrieved by using the "Forgot Account" function. You will be required to provide your ID number and then provide the email address or phone number linked to your account. You will be provided with a sms/email with your account number should it be linked to the information provided.

**Q: What are the banking details for an EFT and what reference should I use when making payment?**

A: If you bank with one of the big four South African banks, you no longer need to take the risk of carrying cash when you collect your winnings or when you go to make a deposit to your TAB account.

When you bank with ABSA, First National Bank, Nedbank or Standard Bank, you can ensure your safety and security by linking your betting account and your bank account. This will enable you to transfer directly to and from each account.

Add 4Racing as a beneficiary or nominated account payee. The various bank account details are listed below.

The benefit: you can transfer funds as you would for any other payment.

For added convenience, credit card transfers are also possible if your card is linked to your bank account. Our bank details:

ABSA:	Branch: Booyens	Branch Code: 632005	Account No: 4092063272
FNB:	Branch: Bank City	Branch Code: 255005	Account No: 50972852493
Nedbank:	Branch: Main Street	Branch Code: 197905	Account No: 1979372667
Standard:	Branch: Braamfontein	Branch Code: 004805	Account No: 000483443

NB: Always use your betting account number as a reference.  
Please remember that as with all banking transactions, after hours transactions are registered immediately, but only reflected during normal banking hours.

**Q: What race cards are available to me on TAB4racing.com and the TAB4Racing App?**

A: We have the standard and abbreviated racecards available currently on the news.tabonline.co.za and will be migrated to the TAB4racing.com shortly.

The ComputaForm Express and ComputaForm is a comprehensive "Rolls Royce" betting information guide and this too will be available on TAB4racing.com.

For specific International meetings, there will be course specific race cards available.

**Q: Where will I find the Tote results page that I usually go to on TAB4Racing App?**

A: This can be found under "Toteboard" or "Past" should the event be completed for the day.