Customer Registration for RCTC Online Wagering / Betting sites:

- Ø Visit the following sites for registration:
    - ü Royal Calcutta Turb Club: www.rctconline.com
    - ü Bet India Races Site : www.betindiaraces.com
    - ü India Race Site: www.indiarace.com
- Ø User has an option to experience the Online Betting Platform as a Guest if you only want to experience the application without placing any bets
- Ø To register, the User has an option to register on the web browser or down load the Android apk from anyone of the above sites on their android smart phone and then register. Android version that is supported on devices from Android 4.4 (API level 19) to the current latest version Android 10 (API level 29). iOS app will be available soon on the Apple Store.
- Ø The User could login if they are already a registered customer.
- Ø To proceed as a Guest, either on web browser (user can use Safari on the iOS platform) or on the app after you have installed the app on user's mobile device.Userneeds to provide their mobile number and verify it by an OTP. Subsequently user can experience the features of online betting platform.
- Ø To register as a Customer, user need to provide name, age (usershould have completed 18 years as on the date of registration), mobile number and email ID.Please note that user should also be a resident of one of the states where Online Betting / Gaming is permitted.
- Ø On submitting user details as above, a verification code would be sent to user's mobile and user's email ID. The OTP sent to user's mobile as an SMS will be auto populated while verifying mobile number. To verify user's email ID, user has to enter the unique code sent to email ID. User mobile number and email ID, as part of the customer registration, are the primary data on the platform by which a user is recognized as a registered Customer and needs to be unique.
- Ø If the user has been referred by a friend please enter the referral code while filling in the registration form.
- Ø By clicking on the submit button, it is assumed that the user has gone through the Terms and Conditions and has accepted the same.
- Ø On a successful registration a "Success" message would be displayed on the screen. An email with Username and Password would be sent email ID. Pl check 'All Mails' folder in case the mail has landed in spam folder.
- Ø Once user log's in to BetIndiaRace application for the first time, either from mobile app or web app or desktop, you will be forced to change your password (user is forced to use mobile no which was used for registration, as the mobile app / user are locked to the mobile devise for security reasons). Please enter a password that you would easily remember.
- Ø User will also see a Nick Name which will be used on the platform and user has an option to put choice of Nick Name.
- Ø Once user log's in, user will land on the Play Screen showing today's race venues.
- Ø User can browse all the menu options. As a first step user will need to add money into your Tote Wallet to play / place a bet.
- Ø Before user is able to add money to Tote Wallet, user will need to complete the verification of state of residence and proof of age. UsersAadhar / Driving Licence / Voter

Id would can be used for verification.User need to take a picture of the document and upload it while doing the verification on mobile.

Ø While user isat My Account menu option,user is advised to complete the balance KYC compliance in respect of PAN which is required for withdrawing money from Tote Wallet into your bank account. You will be asked to register your Bank account details as well. As part of the Bank verification process one Rupee will be withdrawn from your Bank account. You have the option to register two Bank accounts for withdrawal from Tote Wallet.

Ø For adding money into the Tote Wallet, user will see various options. Add Cash, which is through a Payment Gateway that supports Credit Cards, Debit Cards, NEFT and other payment options amongst others.

Ø Money in Tote Wallet can be used only for Placing a bet and not for any other activity.

Ø User will have the option to save Card details for future use. Please note that the card details are saved by the Payment Gateway service provider as per the guidelines of RBI and are secure, follow the privacy policy.Bet India Races does not save any of customer card details.

Ø As regards withdrawal of winnings, user has to use the option- Withdraw from your Tote Wallet. The amount being withdrawn will be credited only to registered selected Bank account by IMPS / NEFT / UPI options. The transfer to Bank account should under normal circumstances be instantaneous. However few hours under abnormal circumstances as may happen under NEFT transfer.

Ø We advise user to go through the User Reference Manual for help or contact Bet India RacesSupport Team on telephone or email for clarifications.

Ø A FAQ section has also been provided to address some of the issues faced by our customers.