



## **Free Bet Frequently Asked Questions**

### **How do I get a free \$20 bet?**

All you need to do is sign up for a new TAB Account, allow promotional contact and be aged 18 years or over. Provided you are eligible for the Promotion, we will do our best to have NZ\$20 in your new TAB Account within 42 hours of signing up.

### **When does the promotion begin and end?**

The Promotion opens at 7am NZ time on the 7<sup>th</sup> of June 2011 and closes at 11:59pm NZ time on the 5<sup>th</sup> of July 2011. If you open up a new TAB Account during this time and you are eligible for the Promotion, you will receive NZ\$20 into your TAB Account to bet with. We will endeavour to have this in your Account within 42 hours of signing up. However we do reserve the right to withdraw this offer at any time.

### **If I already have a TAB Account, can I sign up for a new TAB Account and get a \$20 bet?**

If you have an existing TAB Account and have used your Account since the 1<sup>st</sup> of May 2008, you will not be eligible for the Promotion.

### **If I open a TAB Account and don't sign up for promotional material will I get a \$20 bet?**

No, you must sign up to receive promotional material at the time of opening your TAB Account to be eligible for the Promotion.

### **What happens if I forget to tick the promotional material box when I open my TAB Account but later I sign up to receive promotional messages? Will I get a \$20 bet when I allow promotional material?**

No, you need to sign up for promotional material when you open your TAB Account. We are unable to make an adjustment at a later time.

TAB is a brand of the New Zealand Racing Board



### **How many times can I open a new TAB Account and get the \$20 bet?**

You can only open a TAB Account once and receive a one-off deposit of NZ\$20. If you open multiple TAB Accounts you will only receive a \$20 bet on your first opened TAB Account.

### **What can I bet on with the \$20?**

You can bet on any Super Rugby game as well as any other sporting match or race meeting.

### **Is this an online promotion or is it available when I sign up for a TAB Account in a TAB Store as well?**

To be eligible you need to sign up online at [tabsport.co.nz](http://tabsport.co.nz). Any Accounts opened in a TAB Store will not be eligible for this Promotion.

### **How come I haven't got my \$20 in my TAB Account yet?**

We will endeavour to put the \$20 into your Account within 42 hours of signing up. If you haven't received it by then it could be because:

- You already have an active TAB Account with us and therefore are not eligible
- You did not allow promotional material when you signed up for your TAB Account and therefore are not eligible
- You are an excluded customer
- Your TAB Account has been opened for a syndicate/commercial or group use and is therefore not eligible
- Your TAB Account application was incomplete/missing key information and we have not been able to set it up
- You are not located in New Zealand

### **How do I know if my \$20 bet is in my TAB Account?**

You can log into your TAB Account at [tab.co.nz](http://tab.co.nz) and click on Activity Report in the yellow box in the top right hand corner of the screen. This will allow you to see your TAB Account balance and any bets you have placed with your TAB

---

TAB is a brand of the New Zealand Racing Board



Account. Or, you could use our telephone service and call Touch Tone on 0800 10 20 33 and follow the instructions to listen to your TAB Account balance.

### **How will I receive the \$20 bet?**

If you are eligible for the Promotion, once your new TAB Account has been opened we will do our best to put your \$20 bet into your Account within 42 hours of signing up. You can then use that \$20 to bet on anything you wish.

### **Is there a time limit to place my \$20 bet?**

No, you may use your \$20 to bet whenever you like. However, you will need to use your TAB Account within 70 days of opening your Account, otherwise your Account will be closed and you will forfeit your \$20 bet.

### **How do I withdrawal money out of my Account if my bet is successful?**

To withdrawal money from your Account you will need to go into a TAB Store and fill out a Withdrawal slip and provide a form of identification. If you have not yet provided your ID since opening your Account, you will need to fill out a TAB ID Confirmation Form.

### **Why are you only giving a \$20 free bet to new customers? Don't you care about your existing/loyal customers?**

While this offer is only available to new TAB Account customers, we have a number of offers that are exclusive to our existing Account customers.

- We have a promotion running where if you place a bet on any basketball game, you will go into the draw to be at the Bartercard NBL Final with three friends, and have a dunk session with one of the teams competing in the Grand Final.
- We have a monthly prize draw for Account customers who participate in the Monthly Quiz where you can win a \$100 Account top-up.
- We held a competition where you could have won a trip for two to the Australian Open.
- We held a competition where you could have won a trip for two to the Royal Ascot in the UK, including an invitation to the Royal Enclosure.

TAB is a brand of the New Zealand Racing Board