



# MOBILE BETTING


## FREQUENTLY ASKED QUESTIONS:


1. What is Mobile Betting (M-Bet)?
  - a. Mobile Betting is an online/virtual terminal designed to avail customers the convenience of placing bets on simulcast and local races available at Caymanas Park.
2. How do I access Mobile Betting?
  - a. Using your mobile device (smartphone, tables, laptops, all Wi-Fi enabled devices), open your web browser and enter <https://mbet.caymanasparkracing.com>. Once, the application loads, the below page (**sample**) will appear requesting your account number and pin.

**Welcome To MBet**

Login

## Create Account

  
ENGLISH

  
SPANISH

3. Do I need to download an app to use Mobile Betting?
  - a. No, M-Bet is a web based application and requires no special application or download.



4. How do I create an account?
  - a. There are two avenues for account creation:
    - i. Complete the online application form via [www.caymanasracetrack.com/Mobile Betting](http://www.caymanasracetrack.com/Mobile Betting)
    - ii. Or, visit the track – Caymanas Park
  - b. Submit the required documents via email or in person.
  - c. Application for Mobile Betting Account will be processed within 48 hours once all required documents are received.
  - d. You will receive an email communication to your email address providing the *account number and default password*.**
  - e. On your first sign-in/log in, reset your password.
  
5. What are the required documents?
  - a. Government issued ID (NID/DL/PP)
  - b. TRN/SSN
  - c. Address verification document (utility bill, bank or credit card statement, unopened mail, JP Letter - address verification, all should be less than 6 months old)
  - d. Source of funds (written on application form)
  
6. Will I need Wi-Fi to do Mobile Betting?
  - a. Yes. Also, you can use your data service from your network provider as well.
  
7. Where can I use Mobile Betting?
  - a. Wherever internet access is available.
  
8. Can I use my cellular to connect to Mobile Betting?
  - a. Yes, but the quality of connection is dependent on your carrier's presence in your available area.



9. How do I use Mobile Betting?

- a. Open an account online or at Caymanas Park. Deposit a minimum of \$1,000.00 into your account at the designated mutuel window at Caymanas Park or any Paymaster location island-wide.
  - i. Then visit <https://mbet.caymanasparkracing.com> , enter account number and pin.

10. Can I use credit or debit card to establish an account?

- a. Yes, we accept credit and debit card payments. However, please note that this is applicable only at the track and Paymaster (where applicable).

11. How do I collect my winnings?

- a. Winnings are automatically credited to your account via the pari-mutuel system used to power the application.

12. If I place a bet and one of my choices is a late scratch, will I get a choice?

- a. Yes, but you are required to wait until the race is run and official before your account will be refunded. Some multi-legs wagers like Pick 3 and 4 awards post time favourites for late scratches.

13. Do I pay taxes from my winnings?

- a. No, your winnings are not subjected to any withholding tax.

14. How do I add money to my existing account?

- a. Visit any paymaster location or SVREL (Caymanas Park) mutuel window for top-up transactions.



15. Can I withdraw money from my existing account?

- a. In order to withdraw money from your account, you are required to complete a withdrawal slip and present it to the mutuel clerk at selected windows. The slip should contain your account number, account holder full name and the amount you wish to withdraw, always retain the receipt received.

**For more information**

Contact us at [customer.service@svlotteries.com](mailto:customer.service@svlotteries.com) *or* [telebetting@svlotteries.com](mailto:telebetting@svlotteries.com) or 876-988-2524 Ext.3009/2022.

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