



CUSTOMER NOTIFICATION – MANDATORY SHUTDOWN PERIOD

During the Mandatory Shutdown Period, SG Gaming recommends the following for both our Electronic Gaming Machines (EGM) and Multi-Terminal Gaming Machines (MTGM):

- Machines can be turned off for extended period of time when not in use.
- Machines should preferably be turned ON/OFF individually using the main power switch inside each cabinet.
- As a precaution, machines should be powered up at least once every two weeks for an hour to ensure batteries recharge and critical data memory is retained in the machine logic
- Prior to resumption of normal trading, gaming machines should be powered up for at least 24 hours to ensure they are fully operational.
- At all times, should any error messages persists on gaming machine, please contact your Service Provider.

Tycin Lu

Name

Technical Compliance Director

Title

31st March 2020

Date