

## JustBet Mobile - Mobile Betting Application System

### Frequently Asked Questions

1. What is Justbet Mobile?
  - a. A web-based application system that allows you to electronically place bets from a mobile device with an active internet connection.
2. How old must I be to participate in Mobile Betting?
  - a. 18 years and older
3. What is the minimum bet amount per ticket?
  - a. J\$20
4. What is the maximum bet amount per ticket?
  - a. J\$15,000 to J\$50,000 depending on your NCB Quisk account tier level
5. What do I need to register for a JustBet Mobile Betting Account?
  - a. An NCB Quisk Account  
*This functions as your virtual wallet that you add money to in order to fund your desired bets. Your winnings are also electronically credited back to your NCB Quisk account.*  
***Please note that you must first have an active NCB Quisk account prior to attempting to register for your JustBet Mobile betting account.***
6. **How do I register for an NCB Quisk account?**
  - a. **Online** – Visit the NCB Quisk Online Portal at [www.jncb.com/quisk/](http://www.jncb.com/quisk/) and complete the Registration Form.
    - i. Then take your valid picture ID and TRN to any NCB Branch to activate your Quisk account
    - ii. Existing NCB bank account holders may call NCB Customer Care (1-888-622-3477) to complete this KYC verification process (Valid picture ID and TRN) over the phone
  - b. **In-Branch** – Non-Existing NCB bank account holders may visit a participating NCB branch with KYC documents for verification purposes (Valid picture ID and TRN).
  - c. **Supreme Ventures “Sign-Up Days”** – Visit a Supreme Ventures Retail Office to Sign Up for an NCB QUISK account and JustBet Mobile betting account (Valid picture ID and TRN required).

All bets placed using your JustBet Mobile betting account will be electronically funded from your linked NCB Quisk account. The proceeds of all your JustBet Mobile winning bets will also be electronically credited back to your linked NCB Quisk account.

## How to Register for a Justbet Mobile Betting Account

1. Visit <https://m.justbetja.com>
2. Click **REGISTER** at the top right corner of the home page
3. Enter the following details:
  - a. Title (Mr., Mrs. or Miss)
  - b. Gender
  - c. First Name
  - d. Middle Name
  - e. Surname
  - f. Date Of Birth
  - g. TRN
  - h. PRESS NEXT**
  - i. Enter a Username
  - j. Enter a Password
  - k. Re-enter Password (to confirm)
  - l. Select a Security Question
  - m. Provide a response to the Security Question
  - n. Enter your NCB Quisk account number
  - o. Enter your Home Address
  - p. Enter your Email Address
  - q. Enter your Mobile Number
  - r. Click Terms & Conditions (checkbox)
  - s. Click 18+ years old (checkbox)
  - t. Answer the captcha/skill question
  - u. Click REGISTER**
  - v. Enter your NCB Quisk account **6 digit Pin number**
  - w. Click BET**
  - x. Click REGISTER again (to Confirm Registration)**
  - y. After registering successfully, you can now click **LOGIN** and start placing bets
  - z. **TO LOGIN** – Click **Login** at the top right of the Home Page
  - aa. Enter your **Username** and **Password** and Click **Login**
  - bb. Click **Proceed**
  - cc. Enter **your 6-digit Quisk Pin number** and Click **BET**
  - dd. Click **Close** (you should see Betting Account Authentication successful)

**Users are encouraged to download the QUISK Mobile App from the Google/Apple Play Store so they can monitor their account and transactions.**




The JustBet Mobile Home Page Menu Bar: CLICK   **AT Top Left Corner of Home Page**


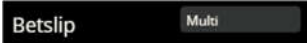





1. **Balance:**
  - a. To check the balance presently in your NCB Quisk account
  - b. Click **Balance** and Enter your **6 digit Quisk pin number**
  - c. Click **CHECK**
  
2. **My Financial History:**
  - a. View your financial transactions, i.e., the total dollar value of each bet placed from your NCB Quisk account and the total dollar value of each winning amount credited to your NCB Quisk account.
  - b. You can search your Financial History **By Date** and clicking **Search**
  
3. **My Betting History:**
  - a. View ticket details of all bets placed on your JustBet Mobile betting account
  - b. View the status of all tickets/bets placed (Ticket Open / Ticket Loss / Ticket Paid)
  
4. **User Limits:**
  - a. User Limits allow you to set **Daily, Weekly, and Monthly** betting limits on your JustBet Mobile betting account. You cannot spend more than your **Limit**.
  - b. These limits will be less than or equal to the Default Global System limits.
  - c. Players can reduce/increase their **Limits** by typing in a new Limit amount in the respective Limit boxes. Once completed:
    - i. Limit **decrease** requests will be effective immediately
    - ii. Limit **increase** requests become effective after three (3) calendar days
  
5. **User Account:** Allows you to view/edit your account registration details (Eg. Home Address)
  
6. **Change Password:** Allows you to change your password required to successfully login to your JustBet Mobile betting account.
  
7. **Betting LIVE:** Displays all Sporting Events offered for Live / In-play Betting
  
8. **How to Play:**
  - a. Describes the process to open an NCB Quisk and JustBet Mobile Betting Account
  - b. Describes **How-To-Bet** and the different **Bet Types** available on Justbet Mobile
  
9. **Terms & Conditions** – Lists the Terms and Conditions to participate in Justbet Mobile
  
10. **Responsible Gaming** – Policies established to ensure that customers safely and responsibly enjoy the company’s games as forms of entertainment. The policies outline essential age verification, player information, player limits, self- exclusion and customer assistance programmes.

11. **Help** – Click Help to troubleshoot problems, find where to get help and find help-desk support information such as the customer support toll-free number and contact information.
12. **Contact US** – Click Contact Us to leave a message, provide feedback or to acquire the customer support toll-free number
13. **Logout** – Click Logout to exit the Justbet Mobile Betting System

### How to place a Bet:

**Note:** Click the Justbet Banner  at the top left of page at any time to return to the home page

1. Select your prediction by **Clicking** on the area of your prediction  
(E.g. 1 for Home Team to Win, X for Draw, or 2 for Away Team to Win)
2. Click the green **'Shopping Cart'** icon  at the top right of the page
3. Select a multiplier to increase the bet amount. Bets are valued in units of \$10  
(E.g. Multiplier 10 → (10 x 10) = \$100 bet, Multiplier 50 → (10 x 50) = \$500 bet).  
**The system default bet amount is \$50 this can be adjusted to your desired wager amount.**  
**NB. Minimum Bet is \$20.**
4. Press **PLAY** to proceed with the bet
5. Press **PLAY** again to confirm the bet
6. Once the bet is successful, you will see the message **"Thank you. Your bet has been accepted. Good luck!"**
7. **NOTE:** Error messages are displayed as follows: **"Error"** or **"The bet cannot be placed at the moment."** These messages appear if you have selected your bets incorrectly, or if you have selected a match that has started already, but is not offered as a LIVE betting event.
8. To view the full range of bet options available for an event, **Click** the red icon  to the right of each game, for example, odds for "1<sup>st</sup> half bet, correct score, under/Over or G/NG." Please note the number in **red** indicates the total available bet options on the specified event.
9. **NOTE:** Always click the green **shopping cart**  to see your selected bets. To add more games to your bet, Click again the **shopping cart** to go back to the main menu/home page to select more games to add to your shopping cart list of games (E.g. betting on 3 games)
10. **Three (3) Bet Types**
  - a. Single Bet
  - b. Multi Bet
  - c. System Bet

11. What is a **Single Bet**? 
- A straight Bet placed on the outcome of an event.
  - A straight Bet can have multiple bets for the same game, e.g. home team to win, Draw, or away team to win, which equals 3 single bets. Each bet is treated as a single bet, therefore, winnings will be paid to the winning outcome (s).
12. What is a **Multi Bet**? 
- Select **Multi** at the top right in the **Betslip Menu** after clicking the **Shopping Cart icon**.
  - A Multi Bet is a straight bet placed on the outcome of more than one game, e.g. 3 games. All the 3 games must be predicted correctly for the ticket to win. To calculate winnings, all the odds of the 3 games are multiplied by each other and then multiplied by the bet amount (E.g. odds of 3.00 x 3.00 x 3.00 x \$1000 bet = \$27,000 winnings). The more games on a ticket, the larger the potential winnings! The risk is that all games must win in a **Multi Bet** ticket, if one game loses, then the entire ticket loses.
13. What is a **Systems Bet**? 
- Select **Systems** in the **Betslip Menu** after clicking the **Shopping Cart icon**.
  - In a Systems Bet, the player selects a number of matches (e.g. 6 games), then he selects the **Systems** bet option and chooses the desired Systems Option.
  - The Systems bet rewards the player for getting some of the games correct. The player does not need to win all of his predictions to have a winning ticket, but to win his Systems selection.  
(e.g. 6 games, Systems 4, which means the player must win at least 4 games to win. If the payer wins all 6 games, then he will win a larger amount. If the player only wins 3 games, then his ticket loses)
14. **Canceling a bet** – A bet **cannot** be canceled after it has been successful placed.
15. **Canceling a Bet before confirming sale:** 
- If you want to cancel your ticket/bet, click “**Clear Betslip X**” and click **Close**  to go back to the Home Page.
16. **Removing** a game from your Bet Slip of games:
- The player will click the **X** beside the game that he wants to remove from his list of games. The **X** is to the right of each prediction. 
17. **To Edit/Cancel/Remove a bet after pressing PLAY once:**
- Do Not Click Play again to confirm the Bet.
  - Click the left **Grey** button below the PLAY button to return to the list of games. There, the player can cancel, change, or remove bets from the Betslip of games. 

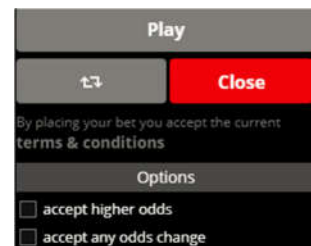
18. **Options:**

a. **Accept higher odds**

Click “accept higher odds” to confirm the bet to proceed ONLY if the odds for the game remained the same or increased. If the odds reduces, then the bet would not be approved/confirmed.

b. **Accept any odds change**

Click “accept any odds change” to confirm the bet whether the odds for the game reduces or increases.



**Additional Information**

Please see details below for NCB QUISK Account Limits that apply to your mobile money wallet

QUISK ACCOUNT TIER LIMITS	Limits		
	Tier 1 (Starter)	Tier 2 (Standard)	Tier 3 (Premium)
Account Balance Limit	\$50,000	\$100,000	\$150,000
Daily Spend Limit	\$15,000	\$40,000	\$50,000

**Tier Structure for QUISK Accounts**

Requirements		
Tier 1 (STARTER)	Tier 2 (STANDARD)	Tier 3 (PREMIUM)
Taxpayer Registration Number (TRN)	Taxpayer Registration Number (TRN)	Taxpayer Registration Number (TRN)
<p><b>ANY ONE</b> of the following ID types (Applicant must be physically present for validation):</p> <ul style="list-style-type: none"> <li>• Passport</li> <li>• National ID</li> <li>• Driver’s License</li> <li>• Student ID</li> <li>• Work ID</li> <li>• Verified Passport Size Photo</li> <li>• Letter from Doctor + Passport size photo</li> <li>• Letter from Lawyer + Passport size photo</li> </ul>	<p><b>ANY ONE</b> of the following ID types (Applicant must be physically present for validation):</p> <ul style="list-style-type: none"> <li>• Passport</li> <li>• National ID</li> <li>• Driver’s License</li> <li>• Student ID</li> <li>• Work ID</li> <li>• Verified Passport Size Photo</li> <li>• Letter from Doctor + Passport size photo</li> <li>• Letter from Lawyer + Passport size photo</li> </ul>	<p><b>ANY ONE</b> of the following ID types (Applicant must be physically present for validation):</p> <ul style="list-style-type: none"> <li>• Passport</li> <li>• National ID</li> <li>• Driver’s License</li> <li>• Student ID</li> <li>• Work ID</li> <li>• Verified Passport Size Photo</li> <li>• Letter from Doctor + Passport size photo</li> <li>• Letter from Lawyer + Passport size photo</li> </ul>
	Source of funds must be provided and uploaded.	Source of funds must be provided and uploaded.
		Occupation/Line of business
		Proof of address must be verified and recorded