## A) New Bet-type Arrangements

#### A1) Forecast Re-launch

- Forecast: Selection of the 1<sup>s</sup> and 2<sup>nd</sup> horse in the correct finishing order for a nominated race
- Potentially, a more attractive return than Quinella

Takeout rate: 19.5%Unit Bet: HK\$10

- Flexi bet: Minimum bet down to HK\$1 with total bet amount of HK\$100 or more
- Same as Tierce and Quartet, 5 ways of betting: single, multiple, banker, banker multiple and multi-banker are all available to Forecast
- Applicable to races with 4 or more Declared Starters
- Same as Tierce and Quartet, All Up is not available for Forecast
- Rebate is not applicable to Forecast



#### Forecast & Trio Merged Pool

- Forecast will be re-launched in merged pool with Trio
- Trio takeout rate will be reduced from 25% to 19.5%, thereby providing more value to our mass customers
- With similar strike rates for Forecast (1/132) and Trio (1/220), these pools will be merged at same takeout rate (19.5%) to increase pool liquidity



#### A2) Rebate Increase for Quinella & Quinella Place

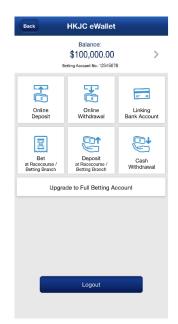
- Rebate increases from 10% to 12% for Quinella and Quinella Place bets (for HK\$10,000+ losing tickets or betline) on all local races
- Since these betting pools are the key offerings by illegal operators, a rebate increase will enable the Club to better combat the discounts offered by illegal operators and channel demand back for good causes



## **B) HKJC Smart Platform – Digital Transformation**

### B1) HKJC eWallet

- The HKJC eWallet allows customers to enjoy a cashless betting and funds transfer experience at either Racecourse or any OCBB (Off-Course Betting branch) via QR code scanning
- The betting tickets are stored in the HKJC eWallet for easy retrieval to avoid the loss of ticket
- Dividend will be credited to the HKJC eWallet directly without the need of registration even if the dividend exceeds HK\$5 million
- HKJC eWallet can be linked to personal bank account for HKJC FPS instant funds transfer
- For new customers, the application can be as fast as 6 minutes. (The HKJC eWallet is available for all customers with online betting accounts via the Classic 3in-1 and Racing Touch apps)
- Launch date: Launched



eWallet Betting Account customers can upgrade to 'Full Betting Account' via HKJC betting apps



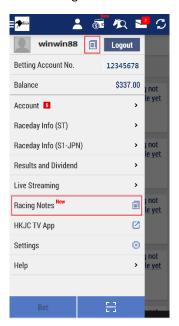
eWallet customers can bet, perform cash deposit & withdrawal by using the QR Code

#### B2) New Personalised 'Racing Notes'

- Create your personalised racing notes for selected horses: Record your own insights, for pre-race and post-race study
- Reminder icon in the race card of Racing Touch and eWin for easy retrieval
- Search function allows racing fans to look up and review their racing notes easily anytime
- Go GREEN with online notes and storage
- Export your racing notes to your email for storage
- Available for all HKJC betting account holders on both the Racing Touch and eWin
- Launch date: September, 2020



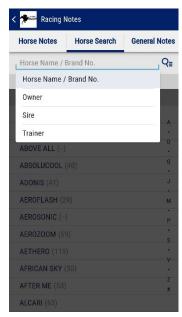
Reminder icon to remind racing fans to review their racing notes



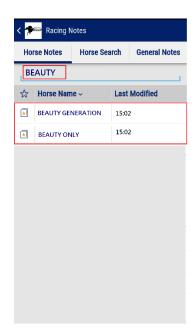
Racing notes entry point



Max. 40 racing notes can be saved for each horse

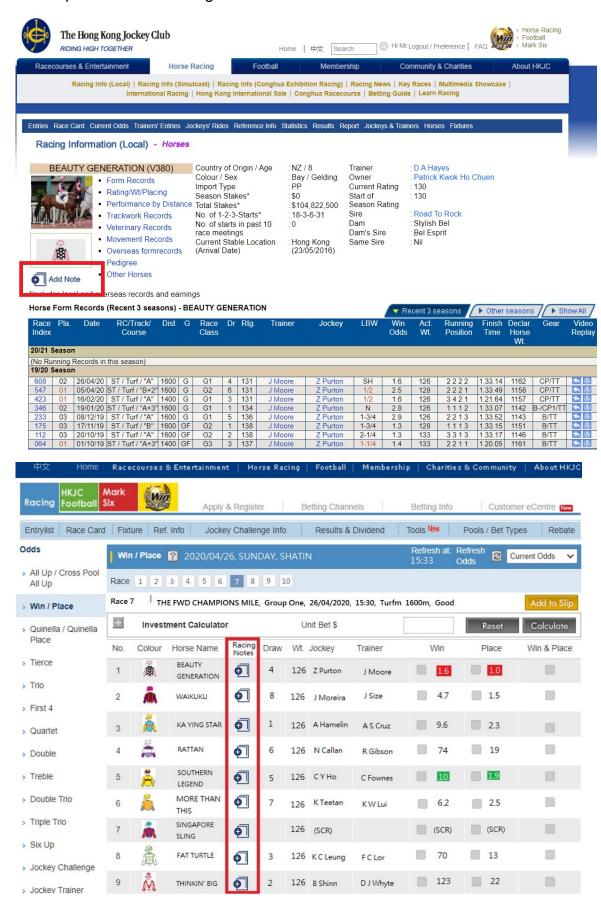


Racing fans can search their racing notes by using criteria such as 'Horse Name/Brand Number', 'Owner', 'Sire' and 'Trainer'



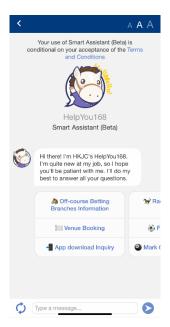
Racing fans can search personal notes by typing keyword

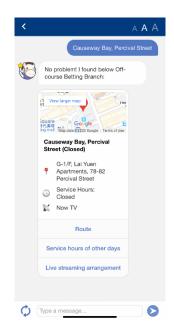
#### eWin personalised 'Racing Notes'



#### **B3) AI Customer Service Chatbot**

- 24/7 instant online-chat with customers, respond to customers' common enquiries, including:
  - o Betting information regarding Racing, Football and Mark Six
  - HKJC mobile betting app function and usage
  - o Location of Off-Course Betting Branch
  - Racecourse venue availability and booking enquires
- Available on Racing Touch, Classic 3-in-1, eWin and HKJC Customer eCentre
- Launch date: April, 2021





Customers can chat with AI Customer Service Chatbot at anytime at anywhere Al Customer Service Chatbot can respond to general customer enquiry instantly (e.g. Betting Branches locations, Racing, Football and Mark Six result) instantly

### C) OCBB and Racecourse Renovation

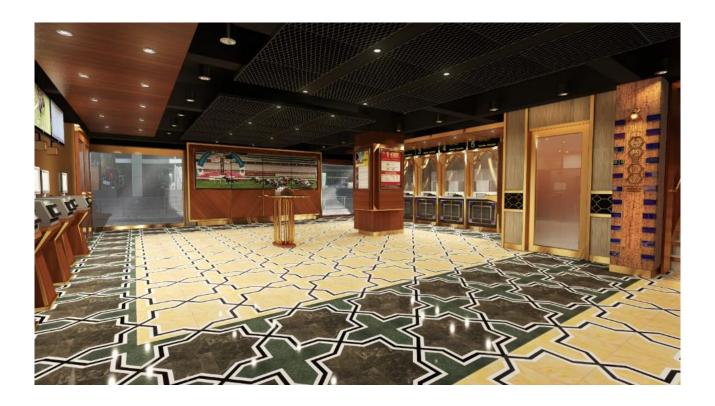
#### C1) OCBB Renovation

- The Hong Kong Jockey Club's Off-Course Betting Branches (OCBBs) are the key retail network of the Club, their blue signage has become a familiar part of the Hong Kong streetscape. To enhance the racing and betting experience for numerous customer segments, two OCBBs are to be renovated and completed before October, 2020.
- To better serve the mass public and different customer segments, the OCBBs will be renovated with new design and thoughtful facilities, incorporating advanced technology to provide racing information in an engaging way. Upgraded facilities include more and larger TVs and electronic information displays that show a bigger, clearer picture of racing information and more seating area.
- In addition, to address the ever-changing customer needs, we will offer new value propositions like entertainment, socialisation, lifestyle enjoyment and interest cultivation for target customers by deploying different branch formats (e.g. Seasoned Bettor Immersive Experience Branch, Digital Self-service Branch, etc.) in various trading areas.
- North Point, Electric Road Branch is a two-story OCBB with a total area of 14,584 sq.
  ft. To provide customers with an unparalleled racing and dining experience, the branch
  is designed with a nostalgic 1970's 'cha-chaan-teng' deco, and an authentic selection of
  local Hong Kong-style food and beverages will be offered on 1/F of the branch. The
  branch will be equipped with 124 seats for enhanced sit-down comfort, as well as
  comprehensive betting facilities, TVs, large video walls and customer toilets to enhance
  the customers' wagering experience. (Photo 1-3)

	G/F Betting Hall	1/F Wins Cafe	1/F Betting Hall
Branch Name	North Point, Electric Road		
Location	G-1/F, Wah Hoi Building, 276-280 Electric Road, North Point		
Floor Area (sq. ft.)	14,584		
Seats	-	100	24
Operator Terminal Counter	5	3	5
Self-Vending Terminal	7	8	8
TVs (Live/ Odds Display)	6	80	17
E-Display	10	5	31

## Photos 1 to 3 - North Point, Electric Road Branch







- Mong Kok, Dundas Street Branch has a total area of 3,252 sq. ft. and it is situated in a prominent and convenient location. The branch is renovated with a vibrant and modern design, incorporating personalised digital services and sportainment-focused service offerings such as an App Lab, themed event zone, football zone, etc. to nurture customers' sports and racing interest. (Photo 4-6)
- Riding on the specialized zoning of the site, the branch is able to serve the existing core customers by upgrading their holistic experience to a digital experience with ample information available through the app service at their fingertips. There is also a football themed area with facilities that allow customers to chat and exchange football insights with friends, creating a social hub environment. The specially designed area also facilitates the organisation of Experience sharing sessions and football parties. It's a branch that will serve customers of different age groups who we hope will all benefit from this key upgrade.

Branch Name	Mong Kok, Dundas Street	
Location	G/F, Po Hang Building, 2 - 6 Dundas Street, Mong Kok	
Floor Area (sq. ft.)	3,252	
Seats	~35	
Operator Terminal Counter	2	
Self-Vending Terminal	10	
TVs (Live/ Odds Display)	12	
E-Display	14	

Photos 4 to 6 Mong Kok, Dundas Street Branch





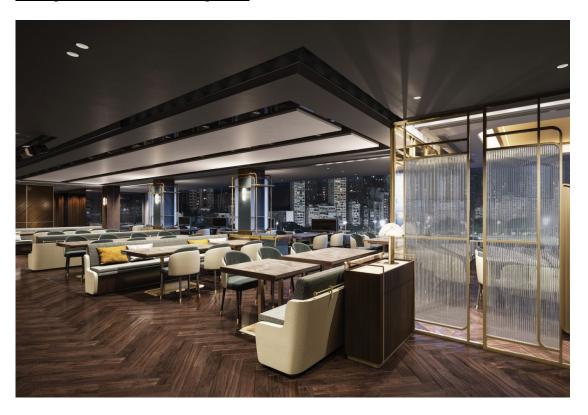


## C2) Racecourse Master Plan

# The Racing Club – Dining Room (Happy Valley Racecourse)

Grand Opening Date	September, 2020	
Location	8/F, Members Stand II, Happy Valley Racecourse (Entrance E)	
Business Hours	Happy Valley Race Days Night Race: 5:00pm – 11:30pm Day Race: 11:00am – 6:00pm (Opening Hours: two hours prior to the first race until the last race)  Non-Race Days Dinner: 6:00pm – 11:30pm (except Mondays and Sha Tin race meetings)	
Menu	<ul> <li>Race Days         Semi-buffet with Chinese specialties</li> <li>Non-Race Days         High-end hot pot and contemporary Chinese cuisine</li> </ul>	
Capacity and seating	Standard capacity: 76 persons One Private Room for 12-16 persons One Private Room for 8 persons	
Venue facilities	<ul> <li>Spectacularly designed high above the Happy Valley Racecourse Members Stand, patrons won't miss a beat on-course on race days. A stylish decoration provides a premium, cozy and relaxing ambience to facilitate mingling for Members.</li> <li>On non-race days, Members can enjoy a new dimension hot pot experience or contemporary Chinese cuisine with family and friends.</li> <li>The private rooms feature stylish modern décor and comfortable seating, offering different-sized dining areas for Members' gatherings.</li> </ul>	
Reservation	<ul> <li>Race Days - Racing Club Members and Racing Club Concession Scheme Users         Members can reserve a table via The Racing Club website         (racingclub.hkjc.com)</li> <li>Non-Race days - Racing Club Members, Racing Club Concession Scheme Users, Full Members and Racing Members         Members can reserve a table via The Racing Club website         (racingclub.hkjc.com) or call the Reservation Hotline 2966 8232</li> </ul>	
Remarks	<ul> <li>Members and their guests must be aged 18 or above for race days.</li> <li>No age limit for non-race days.</li> <li>Booking fee for the private room is required.</li> </ul> Dress Code: Race Days: Men are required to wear blazers or sports jackets over shirts, sports shirts with collars, or turtle necks; or shirt and tie; Zhong Shan suits, Cheongsam, Min Ou, navy blue or black jeans are also acceptable. Ladies are required to dress to a comparable standard. Non Page Days: John T. shirts, tradequits, everalls, shoot for exerts satisfities are	
	Non-Race Days: Jeans, T-shirts, tracksuits, overalls, shoes for sports activities are acceptable.	

# **Dining Room at The Racing Club**





<sup>\*</sup>Images are for illustration purpose only.

# Hot pot and contemporary Chinese cuisine in the Dining Room, The Racing Club



# Grandstand II Public Betting Hall 2/F (Sha Tin Racecourse)

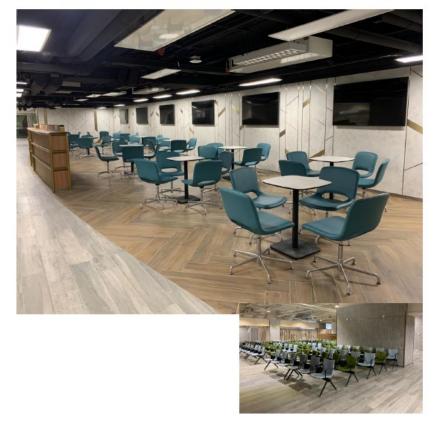
Location	2/F, Grandstand II, Sha Tin Racecourse (near Public Admission)		
Business Hour	Sha Tin and Happy Valley (cross-betting) race meetings		
	Day Race: 11:00* - Last Race		
	Night Race: 17:15* - Last Race		
	*2 hours prior to the first race, whichever is the earlier		
Admission Fee	Sha Tin Race Meeting: HK\$10		
	Cross Betting Meeting: HK\$5		
	(Public Admission Entrance Fee is included)		
Capacity	1,300 sq. meter; accommodates up to 910 people		
	(with a total of 210 seats)		
Venue Facilities	Design centered around a racing showcase:		
	Precious portraits of championship-winning jockeys		
	Hero horses introduction		
	History of horse racing tickets		
	Iconic milestones for the Club relating to Commingling		
	3D holographic game experience - "Making My Ideal Ride"		
	(available in Oct 2020)		
	Two viewing areas for different needs:		
	• Seating Hall – live broadcast of races and odds on 20 giant-display TV sets		
	Discussion Zone – can be freely configured for groups		
	For the first time, APP betting counters are available at the racecourse		
	Demonstrate mobile betting services		
	Services for electronic funds transfer and other online issues		
Wi-Fi & Other Facilities	Full Wi-Fi coverage indoors		
	Vending machines which offer an assortment of refreshments		
Remarks	All entrants must be aged 18 or above		



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- Precious portraits of championship-winning jockeys
- Hero horses introduction
- · History of horse racing tickets
- Iconic milestones for the Club relating to Commingling
- · 3D holographic game experience
  - "Making My Ideal Ride" (available in Oct 2020)





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