

***my golf kaki* New Membership Number Exercise (with effect from 28 August 2019)**

Frequently Asked Questions (FAQ)

General



- 1. When will the new membership number take effect?**
We will implement the new membership number from 28 August 2019. After the implementation date, members can log into the membership portal on www.mygolfkaki.com using the new membership number and existing password.
- 2. Why is a new membership number being issued?**
This is in line with the guidelines set by the Personal Data Protection Commission Singapore and to ensure that your personal data is secure.
- 3. I am maintaining my handicap index with *my golf kaki*. Will this affect my Centralised Handicapping System (CHS) access?**
No. Your existing CHS number will remain the same (ie. 7xxxxxx).
- 4. Will my NRIC / FIN number be permanently removed from the system?**
Only the last 3-digit + alphabet of your NRIC / FIN will remain in the system. This will act as one of the identifiers for membership verification purposes.
- 5. Do I need to update my other personal particulars and contact information in my membership profile?**
Yes. As other identifiers such as your birth date, address, email, and mobile number may be used for verification purposes, please ensure that the particulars in your profile are updated and accurate.
- 6. I forgot my new membership number.**
Existing members can still log into the membership portal on www.mygolfkaki.com using the current NRIC / FIN number before 28 August 2019 and view the new membership number in the profile. Alternatively, you may email contact@mygolfkaki.com and provide identifiers such as your NRIC / FIN last 3-digit + alphabet, registered email or mobile number. Upon verification, your new membership number will be provided in the email reply.

Website

1. **Will the website be accessible during the deployment of the new membership number exercise?**

The system will be temporarily unavailable on 27 August 2019 from 11.30pm to 1.30am the next day. Members who require golf passes or wish to renew their membership are urged to do so in advance, or until the deployment is completed.



2. **Can I still use my NRIC / FIN to log in to the *my golf kaki* website for membership and golf pass transactions?**

Existing members can still access the membership portal on www.mygolfkaki.com using their NRIC / FIN number before 28 August 2019. After which, the new membership number will be in use.

3. **Can I view my new membership number online?**

Yes. Simply log into www.mygolfkaki.com with your Username and Password. Upon successful login, click on 'My Profile' located on the top right of the website.

4. **How do I ballot for golf passes from 28 August 2019 onwards?**

Simply log into the membership portal on www.mygolfkaki.com using your new membership number and existing password.

Membership Card

1. **Can I still use my existing membership card that has my NRIC / FIN number?**

Yes. However, we strongly encourage you to exchange your existing *my golf kaki* membership card with a new membership card displaying your new membership number.



2. **How do I replace my existing membership card?**

Send us an email request at contact@mygolfkaki.com and we will inform you once the new card is ready for collection. Please be reminded that the existing card must be surrendered in exchange for the new membership card.

3. **I lost my membership card and am unable to surrender it for a card exchange.**

You can still receive a replacement card with the new membership number. However, a nominal \$5 fee is applicable.

4. **If I renew *my golf kaki* membership after 28 August 2019, will my card still have my NRIC / FIN number?**

No. New *my golf kaki* membership cards issued from 28 August 2019 will no longer bear members' NRIC/FIN.