

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?**

The new membership number has been implemented since 28 August 2019 onwards. All members should log into the membership portal on www.mygolfkaki.com using the new 6-digit 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.**

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 6-digit membership number will be provided in the email reply.

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.