



19 August 2010

Faulty Handicap Cards

Dear Sir/Madam,

We are aware that certain golfers' handicap cards are no longer registering on the card readers at the handicap terminals. This is unfortunately causing a great deal of frustration for the golfer and we would like to implement an interim process to allow them to make use of the terminals and alleviate the pressure on clubs to manually input scores.

We will be placing a pop-up message on the terminals which will appear when a card is swiped but unable to be read. This message will direct the golfer to approach the relevant persons at their club where they can choose to order an interim card for R25.00 or elect to receive, free of charge, a user name and pin code to allow them to manually login at the terminals. If an interim card is chosen, the club can order this using the card order function on the administration website. In order to receive the manual login details, we will however require an email from the club to pin@handicaps.co.za with the following information:

- 1) Golfer's First Name
- 2) Golfer's Surname
- 3) Golfer's Home Club (club at which they are handicapped)
- 4) SA Player ID (if known)
- 5) Identity Number
- 6) Golfer's Email Address

Once we have received and verified these details, we will email the user name and password directly to the golfer.

Should you have any further queries regarding this process, please do not hesitate to contact us on 086 000 1945 or (021) 380 6379 for assistance.

Kind regards,

Handicaps Network Africa