

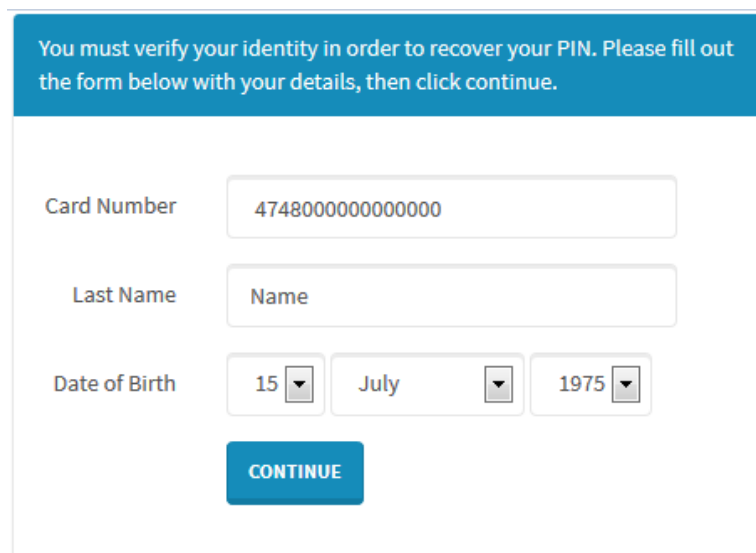
PIN Reveal

What if I lose my PIN?

You must be in possession of a William Hill Card, and have your personal details registered against it – as a minimum we require your name, date of birth, and an email address to be registered to the card.

If your details are registered, and you lose your PIN number you can simply use the PIN Reveal process to verify your identity and receive the security code required for the process.

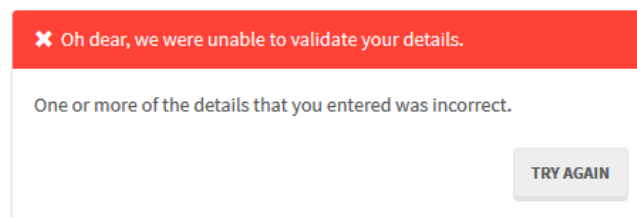
1. Go to: <https://pin.emerchants.com.au>
2. Enter your card number, surname and date of birth and press “continue”



The form is titled "You must verify your identity in order to recover your PIN. Please fill out the form below with your details, then click continue." It contains three input fields: "Card Number" with the value "4748000000000000", "Last Name" with the value "Name", and "Date of Birth" with three dropdown menus showing "15", "July", and "1975". A blue "CONTINUE" button is at the bottom.

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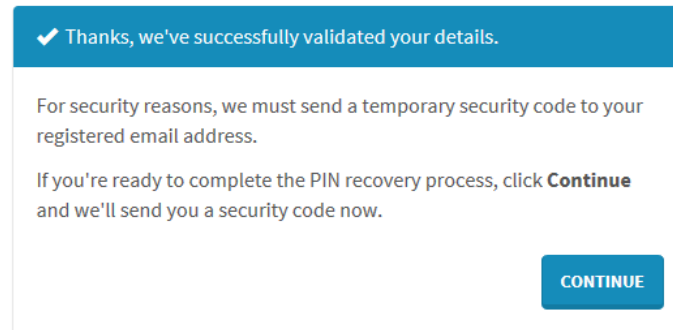
3. The details entered will be validated – if the details are incorrect, you will be advised and can try again. If the problem persists, please contact William Hill Customer Service on 1800 007 238 or email service@williamhill.com.au to ensure that your registered details are correct.



The error message is displayed in a red box with a white "X" icon. The text reads: "Oh dear, we were unable to validate your details." Below this, in a white box, it says: "One or more of the details that you entered was incorrect." A grey "TRY AGAIN" button is at the bottom right.

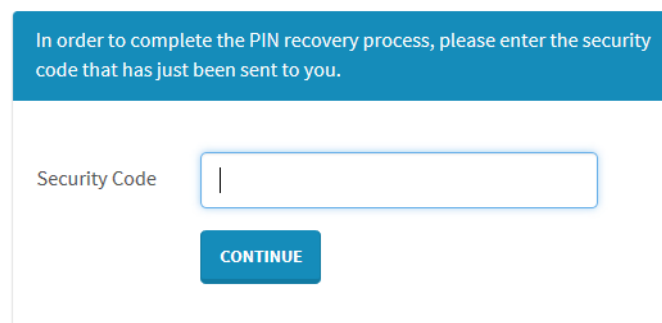
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4. Upon successful validation, a temporary security code will be sent to the email address registered against your card - **this code will only be valid for 15 minutes**. Click on “continue” – do not close the webpage otherwise you will need to start the process again



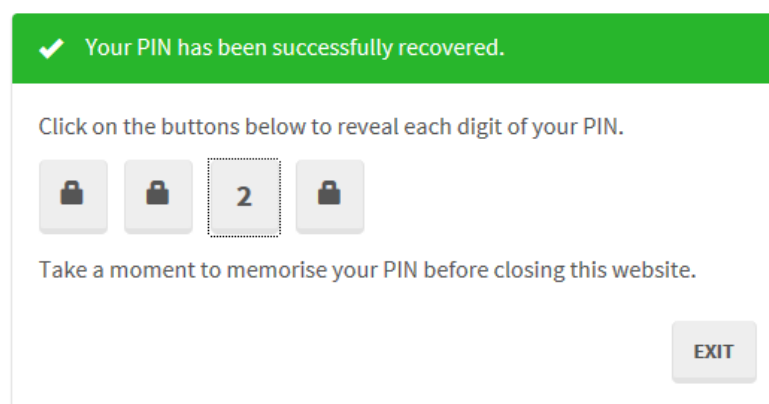
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5. Check your emails for the security code. The email should be received almost immediately – if you do not receive it in your inbox, we would ask you to check your junk/spam folder. Once you have located the security code, enter it and click on “continue”.



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6. If the security code is still valid, four boxes with padlocks will be displayed. Clicking on a padlock will display the individual PIN digit for a few seconds. You can continue to click on each of the padlocks until you have memorised your PIN Number. Click on “exit” to navigate away from this screen.



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