

## Frequently Asked Questions

### GENERAL INFORMATION

#### **What is Beat The Odds?**

Beat The Odds is an online community of sports betting enthusiasts, who have voluntarily chosen to participate in short and quick online surveys, polls and discussions in exchange for a chance to win monthly cash prize of up to \$100.

#### **What information is required to become a member?**

A brief member profile is the only information required for joining Beat The Odds. Your member profile will include email, gender and age. It will also ask you several questions about your betting behaviour. The questions included in the member profile allow us to ensure that the Community is reflective of our customers and helps us to make the Community experience more relevant to you.

### PARTICIPATION

#### **How can I participate in Beat The Odds Community?**

There are many ways to participate in the Community. Depending on the current activities, you could make a post, reply to other people's posts and comments, give "likes" to posts you like, participate in a discussion forum, stay updated with the blog, take quick polls, or participate in surveys.

#### **How do I post a comment on a blog or idea exchange?**

Posting a comment is a lot like posting a reply. If commenting is enabled, you'll see a "Contribute" option at the bottom of each post.

#### **How do I vote for an idea or comment I like?**

You vote by "liking" it. Just click the "Like" button next to the idea or comment.

#### **How often am I expected to log in?**

You will be contacted a few times a month by email to participate in new activities. You can also log in and check your available activities on the home page. It is always your choice whether you participate, but the more you do, the greater the chance to win rewards and participate in some of our exclusive events.

### SURVEYS

#### **Are there any prizes for filling out surveys?**

Yes, to show our appreciation, you will automatically be entered into our monthly prize draw every time you complete a survey. You can win up to \$100 each month. There will also be non-cash prizes like tickets and hospitality events.

#### **How do I complete a survey?**

You will be e-mailed a unique URL address for each survey you are invited. Simply click on the URL included in the email or alternatively cut and paste the address into a web browser of your choice and complete the survey form online. Survey length is closely controlled to minimize the use of your time.

### **How long will I have to complete each survey?**

The email we send you inviting you for a survey will clearly state the amount of time you have to complete that survey. So keep an eye out for our emails.

### **How many surveys do I have to complete?**

We encourage you to complete as many surveys as you are invited to. Each survey complete counts as one entry into the monthly prize draw and it also give you the opportunity to have your voice heard on things that matter to you.

### **Will I be able to select the types of surveys in which I participate?**

Yes, we will use the information that you provide to us in the member profile to send you invitations to surveys that fit your outlined preferences.

### **How can I be sure you got my responses?**

If you would like to ensure that your responses have been received, you can click on the survey link when you are done. A message stating that you have already completed the survey will appear.

## **ACCOUNT SETTINGS**

### **How do I get to my profile page?**

Clicking on your login name in the upper right corner of the page will take you to your profile page.

### **What if I forget my password or want to change it?**

If you cannot remember your password, simply click on the "Forgot password" button on the login page at <https://www.ocbeattheodds.com> to have it e-mailed to yourself. If you continue to experience problems you can click on the Technical Support link in the bottom left corner of the page.

### **How do I change my email address?**

You can change the email associated with the Community anytime by clicking on your account profile in the upper right corner of the page.

### **How do I change the avatar (image) next to my name?**

A personal photo is a great way to customize your profile. You automatically get an avatar when you join Beat The Odds Community (just shows the first letter of your first name), but you can change it anytime and as often as you like. Your current avatar always appears next to your name on the Member Hub whenever you post something. To change your avatar just click on your current avatar circle, choose settings. From there you can click on the profile icon shown below and upload a different photo/image.

### **How long will I remain on the Community?**

You may remain on the Community as long as you choose to participate. Members may remove themselves from Beat The Odds at any time by clicking the unsubscribe button found at the bottom of the emails that you receive from us. Alternatively you can unsubscribe by logging in at <https://www.ocbeattheodds.com> and selecting Update User Info, on the bottom of the User Profile Information page you will find an Unsubscribe button.

### **Will my profile information be sold to other companies?**

The information collected through Beat The Odds is not sold or distributed to any company. All information is strictly confidential and privacy is guaranteed. Your name will never be sold, exchanged, or distributed to any other party without your express acknowledgement. See our Privacy Policy for complete details.

### **How is my personal privacy protected?**

Information such as name, birth date, and income are factors used to better understand your interests and profile. Without them, statistically accurate results for studies and other research are not possible. Protecting your privacy is very important. Click here to view our complete Privacy Policy.