



Fastbet Mobile™, PhoneBet & Rewards FAQ's

What is Fastbet Mobile™?

Fastbet Mobile™ is a free internet-based wagering system that allows users to set up an account and wager online.

Fastbet Mobile™ gives you the ability to bet using your smartphone or tablet.

Whether you are watching the races from our luxurious stadium seating, eating at Charlie's, hanging with friends in our VIP Skyboxes, or just enjoying being at home, **Fastbet Mobile™** is available in the palm of your hand.

Fastbet Mobile™ works on iPhones, Androids, BlackBerrys and iPads.

How do I enroll and use Fastbet Mobile™?

Create an account by visiting the Rewards and Account Center on property at The Brook.

You may wager online at BRF.FastbetMobile.com

To wager via live teller, call 603-474-8600 or 866-732-2766.

To wager via automated system, call 1-603-992-4305.

Don't forget to ask about our Rewards Program!

What wagers can be made on this platform?

Fastbet Mobile™ offers the same wagering as if you were placing a bet with a teller. You can wager on any live races, as well as any simulcast races being offered at The Brook.

For assistance with Sportsbook wagering, please see our DraftKings Sportsbook Kiosk or DraftKings Sportsbook Over-the-Counter Terminal below the main screens of the stadium seating.

→Be sure to check your wagering history by clicking on the History tab to ensure your bets were placed as you liked!

Can I cancel my bet after it has been placed?

Yes, bets can be cancelled using your mobile device before the race starts.

Can I use Fastbet Mobile™ at home?

Yes, you may use **Fastbet Mobile™** with limited restrictions. Some tracks will be unavailable for wagering when using the **Fastbet Mobile™** app or placing a phone bet outside of The Brook's grounds.

How do I collect my winnings?

You may withdraw winnings in the form of a voucher from one of our self-serve terminals. Then proceed to any racebook teller to redeem the voucher for cash.

Who can use The Brook's Fastbet Mobile™ and Phone Bet system?

Only residents from Maine, New Hampshire, and Massachusetts with a valid photo identification and/or driver's license are eligible to enroll in **Fastbet Mobile™** and New Hampshire PhoneBet and redeem vouchers. The Brook reserves the right to modify or cancel this program without prior notice.

The Brook reserves all rights and has the final decision in all disputes. Void where prohibited.

What are the hours of operation for Fastbet Mobile™ Teller Wagering and PhoneBet?

Membership is limited to one card per person. You may not allow anyone else to use your card.

What are the rules and regulations?

Automated Phone System: 1-603-992-4305 available from 11AM - Midnight 7 days a week.

Live Phonebet Teller Hours: Wednesday through Sunday, 12-6PM.

Fastbet Mobile™ App (BRF.FastbetMobile.com) is available from 11AM - Midnight 7 days a week.

All requests for information, questions, account reconciliations, etc. must be made to the New Hampshire Phonebet Business Office: 603-474-3065 ext. 268.

The Brook Racebook Rewards Program

Basic Information:

- Please register for the Racebook Rewards Program by visiting the Rewards and Account Center near the Cashier Cage on The Brook's property.
- You will receive a membership card that is encoded with your personal account number. While on property and making a wager, simply swipe your membership card. Place your wager as you normally would by identifying the racetrack of choice, race number, amount of wager, type of wager and selections. On the **Fastbet Mobile™** app, you may also enter your personal account number upon joining.

How do I earn points?

The amount of your wager is recorded in your personal account through the physical swipe on property or digitally on the **Fastbet Mobile™** app. Your card can also be used at any self-service terminal.

Levels vary from 1-5% based on your monthly play and there is a bonus 1% rebate on all greyhound wagers.

How do I know how many points I have accumulated?

Present your Brook Rewards membership card at the Reward Center. A representative will check your account status and answer any questions you may have. Points are credited to your account the day after your wager is made.

How can I redeem points?

The Brook Rewards Club points may be redeemed for vouchers at any time. Points can be redeemed at the Reward Center where a voucher for your selected amount will be issued. Vouchers can then be exchanged for betting vouchers at IRS window 201.

Will be my account be confidential?

Absolutely. All information pertaining to your account is strictly confidential.

Can I share my account?

Membership is limited to one card per person. You may not allow anyone else to use your card.

What is the fine print about this program?

You must be 18 years or older to participate in The Brook Rewards Club.

A valid photo identification and/or driver's license is required to enroll in the program and to redeem vouchers. The Brook reserves the right to modify or cancel this program without prior notice.

The card is the property of The Brook and must be returned upon request. The Brook employees and contractors are not eligible for membership.

Points are non-transferable.

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