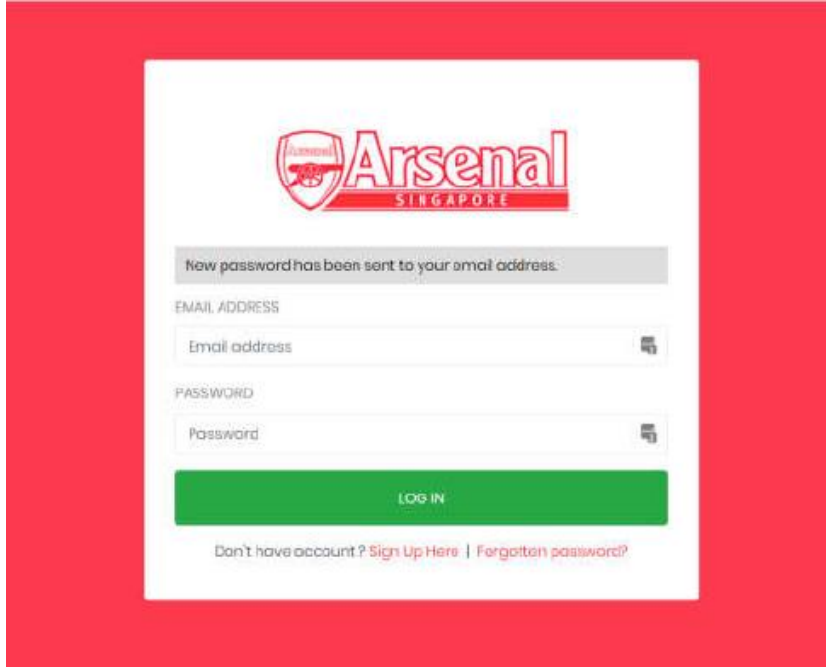
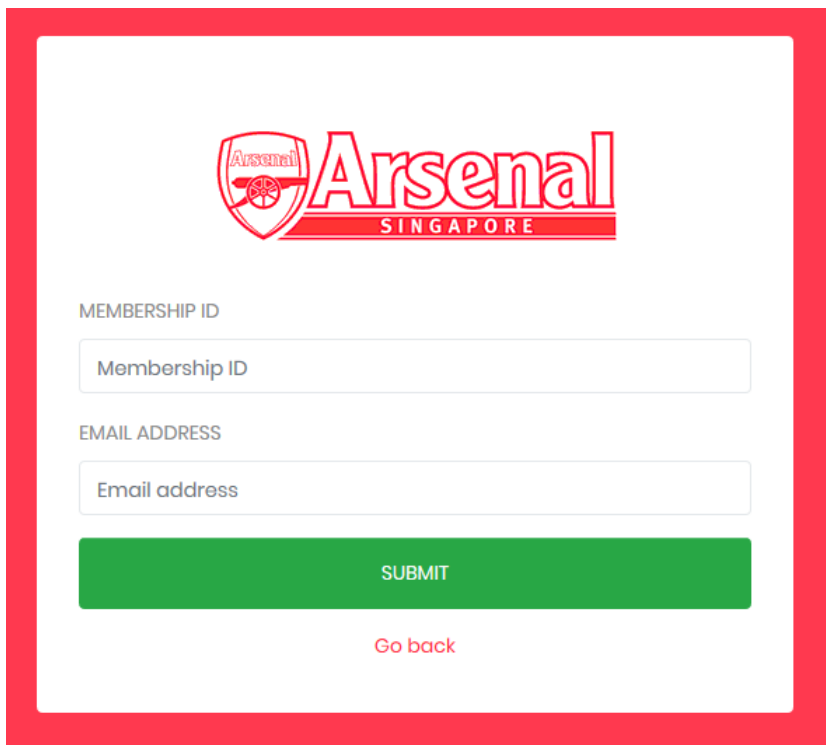


1. To login for the first time, you will need to obtain a system-generated password
2. At the main page below, please click on “Forgotten password” tab



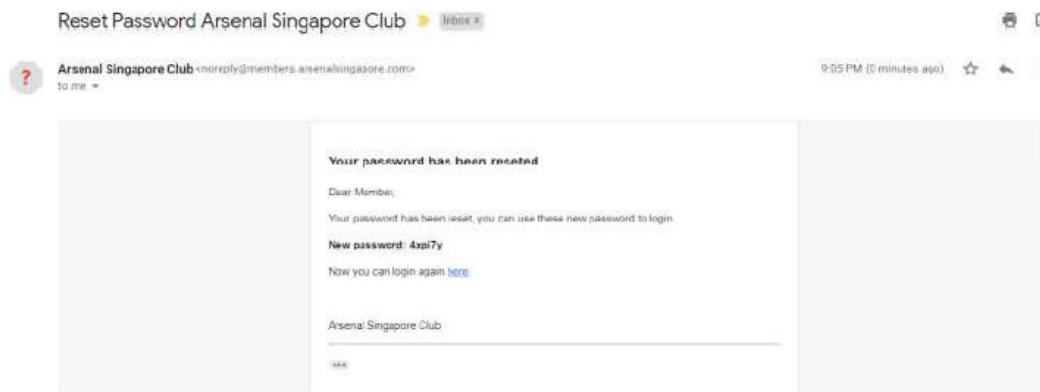
The screenshot shows the Arsenal Singapore website's login interface. At the top is the Arsenal Singapore logo. Below it, a grey message box states: "New password has been sent to your email address." The form contains two input fields: "EMAIL ADDRESS" with the placeholder "Email address" and "PASSWORD" with the placeholder "Password". A green "LOG IN" button is positioned below the fields. At the bottom, there is a link: "Don't have account? [Sign Up Here](#) | [Forgotten password?](#)".

3. Input your membership number in the format xxx-xx-xxxx-x (including the hyphens) and email address you provided during registration. Then click “Submit”



The screenshot shows the same Arsenal Singapore website, but with a different form. The Arsenal Singapore logo is at the top. Below it, the form has two input fields: "MEMBERSHIP ID" with the placeholder "Membership ID" and "EMAIL ADDRESS" with the placeholder "Email address". A green "SUBMIT" button is located below the fields. At the bottom, there is a link: "Go back".

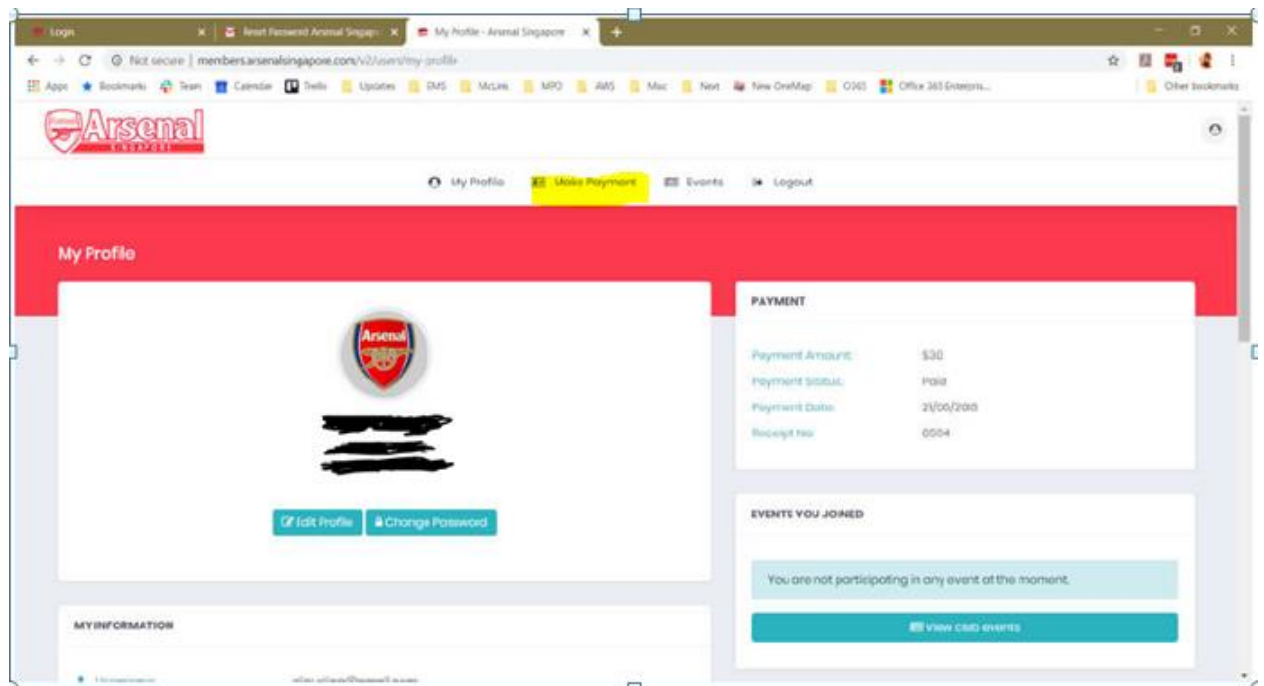
4. Check your inbox / junk /spam folder for the email containing the system-generated password



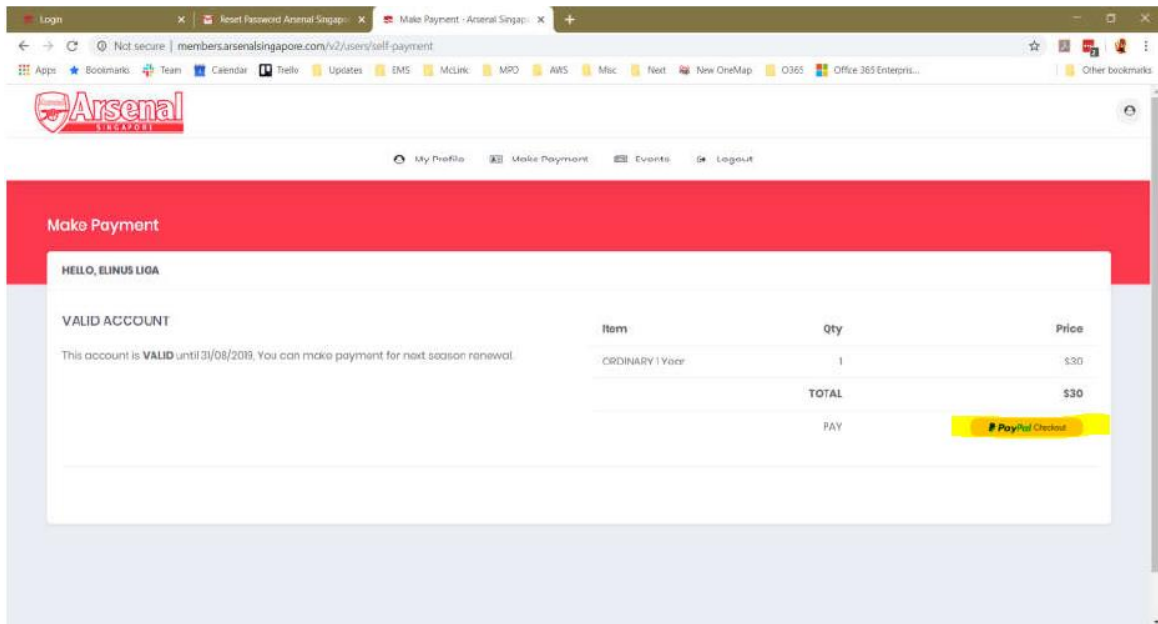
5. Click on the link provided in the email to access the main page again, and login using your email address and the temporary password

6. The main profile page below will be shown once successfully logged in. You are strongly encouraged to change the login password after logging in

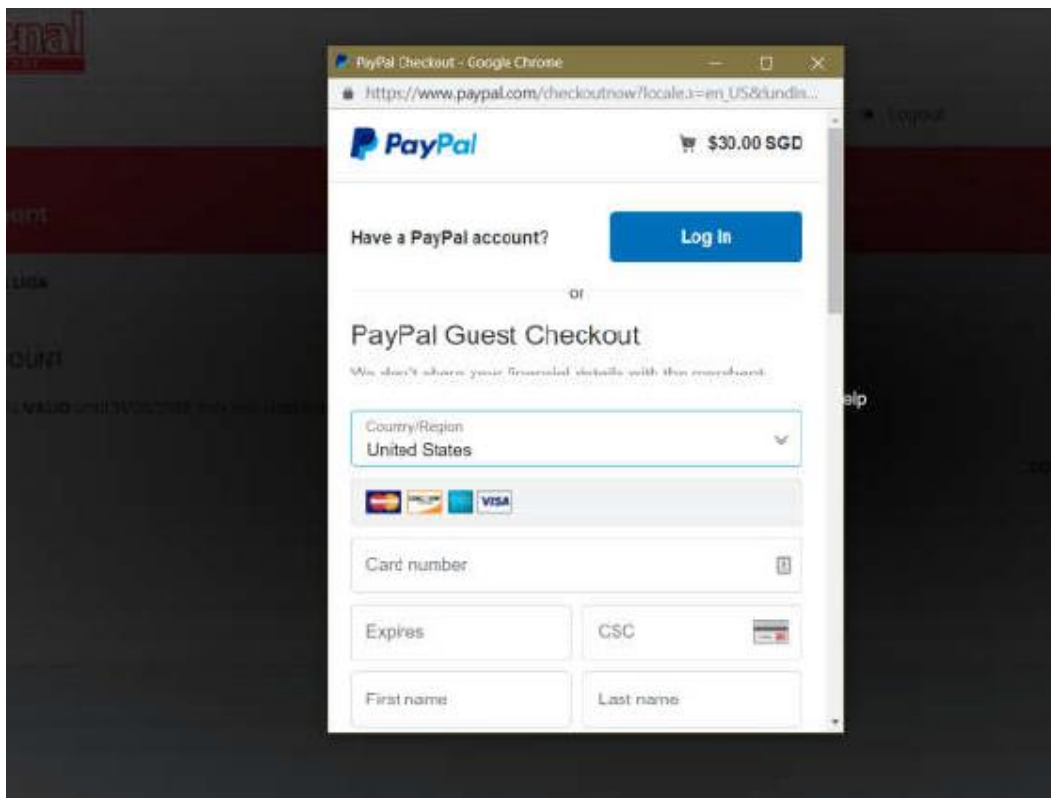
7. To make payment and renew your membership, click on “Make Payment” (highlighted in yellow)



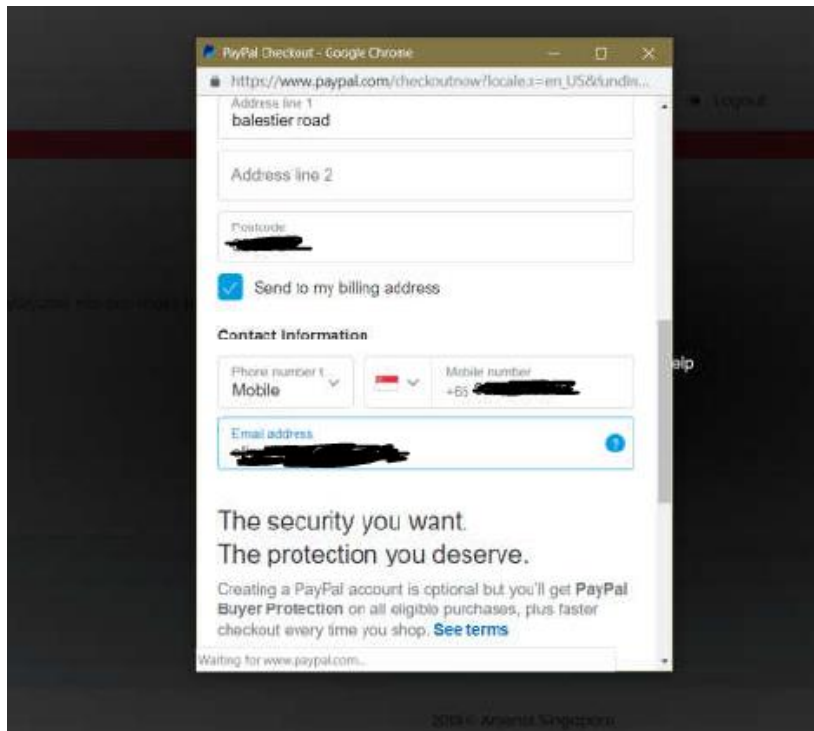
8. Click on “PayPal Checkout”



9. Change country to “Singapore” and you can choose to pay as a guest or login to your existing PayPal account if you have one

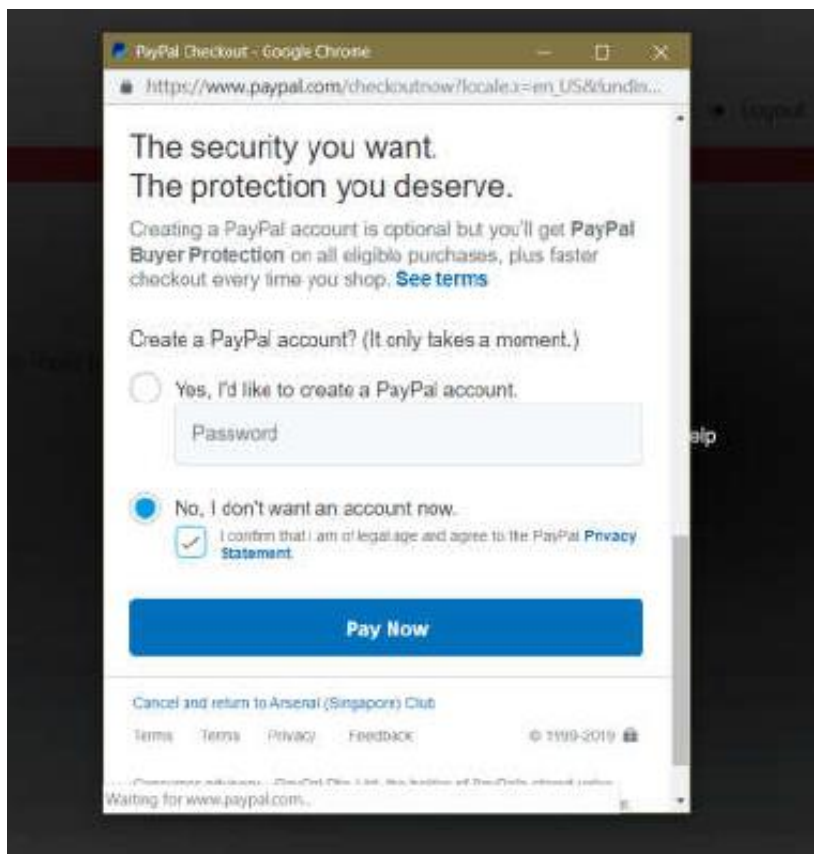


10. Input the required details



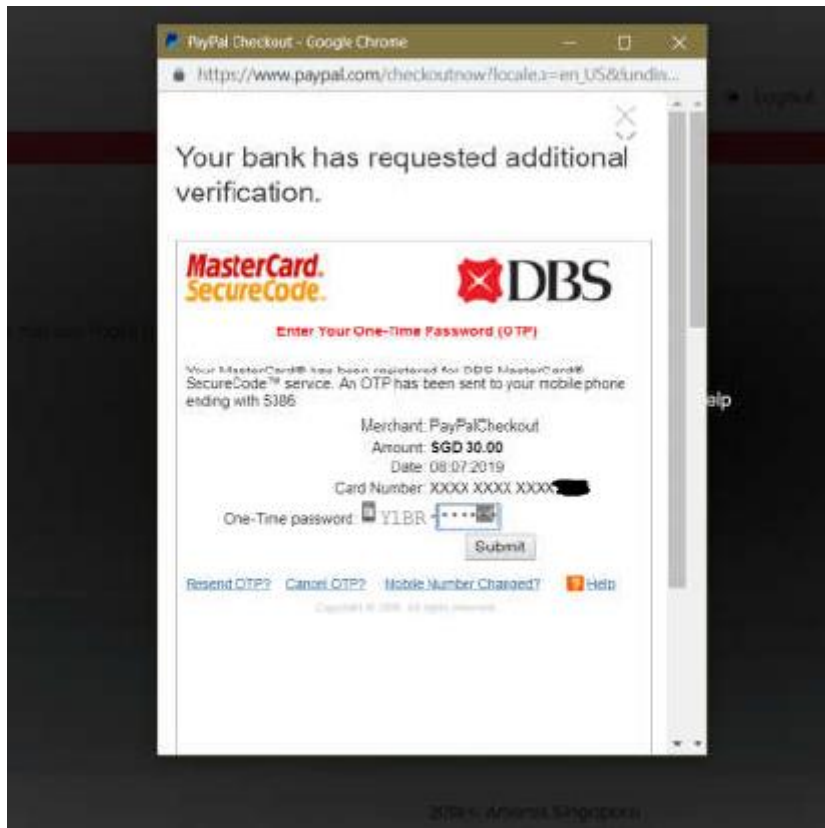
The screenshot shows the PayPal Checkout page in a Google Chrome browser. The address fields are filled with "balestier road" for Address line 1, Address line 2 is empty, and the Postcode is redacted. The "Send to my billing address" checkbox is checked. Under "Contact information", the phone number type is "Mobile", the country is "Singapore", and the mobile number is redacted. The email address field is also redacted. Below the form, there is a security message: "The security you want. The protection you deserve. Creating a PayPal account is optional but you'll get PayPal Buyer Protection on all eligible purchases, plus faster checkout every time you shop. See terms".

11. If you chose to pay as a guest, you can now create a PayPal account or continue payment without creating one

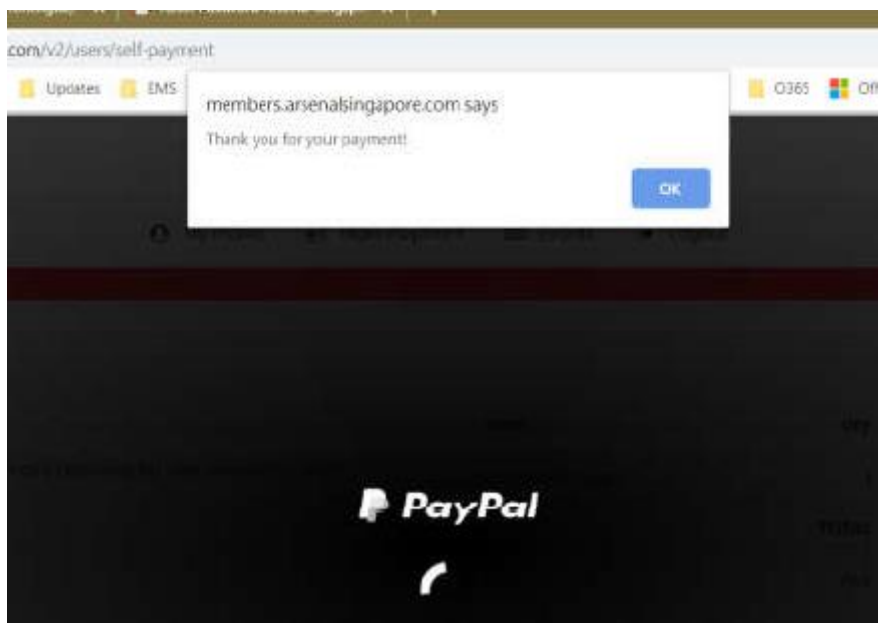


The screenshot shows the PayPal Checkout page with the security message at the top. Below it, the prompt "Create a PayPal account? (It only takes a moment.)" is displayed. There are two radio button options: "Yes, I'd like to create a PayPal account." (unselected) and "No, I don't want an account now." (selected). A password field is visible under the "Yes" option. A checked checkbox indicates agreement to the PayPal Privacy Statement. A large blue "Pay Now" button is at the bottom. At the very bottom, there are links for "Cancel and return to Arsenal (Singapore) Club", "Terms", "Privacy", and "Feedback", along with the copyright notice "© 1999-2019".

12. Depending on the credit / debit card you are using for payment, you may be required to input a One Time Password (OTP) sent by the issuing bank via sms / email to validate the transaction



13. Once payment has been successfully processed, you will see the pop-up message below confirming payment has charged to your credit / debit card



14. When you return to your profile page, you will the updates below highlighted in yellow confirming your membership for the new season

The screenshot shows the Arsenal website's profile page. At the top left is the Arsenal logo. A navigation bar contains links for 'My Profile', 'Make Payment', 'Events', and 'Logout'. Below the navigation bar, there are two main sections. On the left, a 'Member Since' box displays the following information:

Member Since:	2007
Type:	Renewal
Renewal Date:	03/07/2019
Category:	0

On the right, a list of renewals is shown. The most recent entry is highlighted in yellow:

- 2019 - 2020 : Renewal (03/07/2019)**
Payment Amount: 30
Receipt No: [REDACTED]

Other renewals listed include:

- 2014 - 2015 : Renewal (24/05/2015)
Payment Amount: 30
Receipt No: 6788
- 2016 - 2017 : Renewal (13/06/2016)
Payment Amount: 30
Receipt No: 7520
- 2017 - 2018 : Renewal (21/06/2017)
Payment Amount: 30
Receipt No: 8194
- 2018 - 2019 : Renewal (21/06/2018)
Payment Amount: 30
Receipt No: 8594