



## RECIPROCAL CLUB LETTER OF INTRODUCTION VIA 'MEMBER LOGIN' WEBSITE FREQUENTLY ASKED QUESTIONS EFFECTIVE FROM 1 AUGUST 2022

**Need help? Please call the Front Office at 6622 0555.**

### ***What is a Reciprocal Club Letter of Introduction for?***

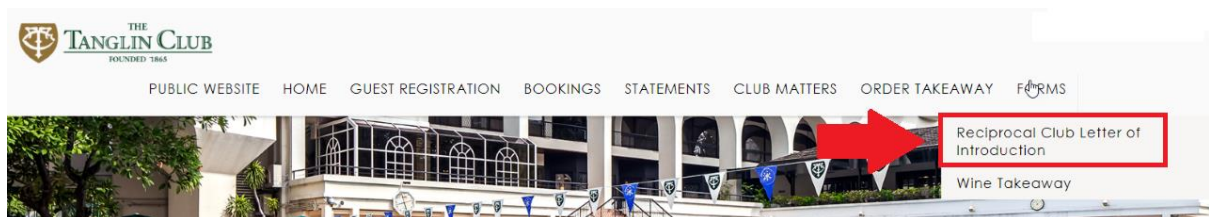
The Tanglin Club has reciprocal agreement with more than 135 clubs around the world to allow our Members privileged access to these reciprocal clubs while travelling. To enjoy this privilege, please ensure that you request for a Reciprocal Club Letter of Introduction prior to your trip.

### ***How do I request for a Reciprocal Club Letter of Introduction?***

**Step 1:** Please click [here](#) to visit the 'Member Login' website on your mobile phone or computer with an internet connection, then log into your account.

*(Should you have forgotten your password, please click ['Forgot Password'](#) to reset your password. If you do not have a 'Member Login' account, please email [websupport@tanglin-club.org.sg](mailto:websupport@tanglin-club.org.sg) along with your membership number.)*

**Step 2:** After logging in, hover your mouse over "FORMS" (located on the top), then click "Reciprocal Club Letter of Introduction".





**Step 3:** Scroll down, fill out all relevant details, then click “Submit”.

**Member's Details**  
Email Address:

**Visiting Details**  
Visiting Reciprocal Club:

Start Date:  
 Today

End Date:  
 Today

**Accompanying Members' Details, If Any**

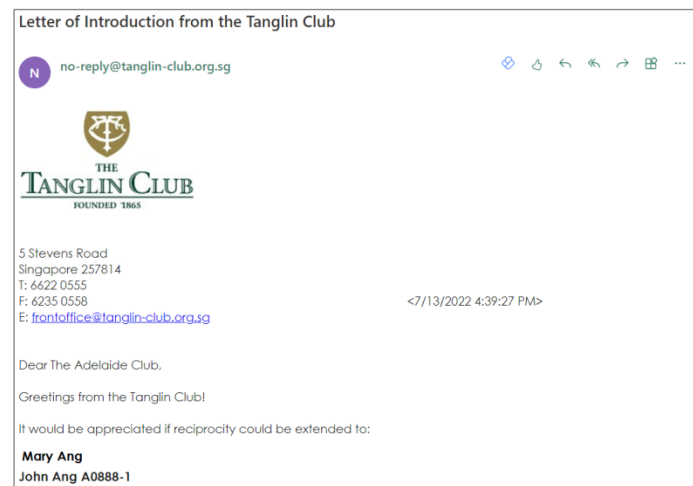
Membership Number	Member's Name
A0888-1	John Ang

**Step 4:** Upon successful submission, you will see this message:

Your Letter of Introduction will be sent to your email address shortly. Please check your junk folder if you do not receive it in your inbox in the next few minutes.

**Step 5:** Check your inbox for our automated email, with the email subject “Letter of Introduction from the Tanglin Club”.

Note: If you do not receive it in your inbox within the next 5 minutes, please check your junk, clutter and/or “All emails” folders. Our automated emails are sent from [no-reply@tanglin-club.org.sg](mailto:no-reply@tanglin-club.org.sg).





***I waited for 5 minutes but did not receive the automated email in my inbox, junk or other folders.***

Our automated emails are sent from [no-reply@tanglin-club.org.sg](mailto:no-reply@tanglin-club.org.sg). Please try searching for this email address.

If the above does not help with locating the email, please add [no-reply@tanglin-club.org.sg](mailto:no-reply@tanglin-club.org.sg) to your address book/safe senders list. Then, try filling out the online form for "Reciprocal Club Letter of Introduction" again, and check whether you receive the automated email this time.

If you still do not receive the automated email, please contact our Front Office team at [frontoffice@tanglin-club.org.sg](mailto:frontoffice@tanglin-club.org.sg). They will assist with issuing you the Reciprocal Club Letter of Introduction, and notify our IT/Web Support team to look into this issue.

***I keyed in the wrong details. What should I do?***

Simply delete the automated email containing the incorrect details.

Then, fill out the online form for "Reciprocal Club Letter of Introduction" again, this time with the correct details.

***Where can I view the full list of Reciprocal Clubs?***

Visit our public website and click 'RECIPROCAL CLUBS'.

Alternatively, click this direct link:

<https://tanglinclub.org.sg/reciprocal-clubs/reciprocal-clubs.html>

***Is there a maximum period that I can use a Reciprocal Club?***

Reciprocity period may vary according to the respective Reciprocal Club's Agreement with the Tanglin Club. Please contact the relevant Reciprocal Club directly for detailed terms & conditions and room or dining reservation enquiries.

***I am a Household Affiliate (i.e. a Child Member). Can I request for a Reciprocal Club Letter of Introduction?***

Household Affiliates are not eligible to request for a Reciprocal Club Letter of Introduction.

Principal Members and their spouse, however, may request for a Reciprocal Club Letter of Introduction, and indicate their children as "Accompanying Members".



***Is there anything else I should note regarding Reciprocal Clubs?***

Members must abide by the rules and regulations of the Reciprocal Club and Reciprocal Agreement.

Reciprocity period may vary according to the respective Reciprocal Club's Agreement with the Tanglin Club. Please contact the relevant Reciprocal Club directly for detailed terms & conditions and room or dining reservation enquiries.

In accordance with the Reciprocal Agreement between Clubs, you are unable to use the Reciprocal Clubs in the country you are residing in.

All charges incurred must be settled via credit card or cash at the Reciprocal Club itself prior departure. Members are not allowed to bill charges back to the Tanglin Club.