


The Royal Commission to Crown Casino

Confidential



"Crown knows how to entice us (patrons) into the endless circle. They assumed that we are gambling for entertainment. However, they have to acknowledge that if a person gambles for >12 hours straight it is not entertaining anymore. No staff has ever checked in with us.

I signed the Self Exclusion Deed a long time ago (8-9 years), however I still sneaked in to play for a long period of time (more than 5,6 months) and I kept losing. During these breaches, I still can spent long hours gambling without being asked to leave. After that, I started to bet with smaller amount, I played for a couple of hours and then was asked to leave, but I always find a way to sneak in.

There was a time when I lost a big amount of money then got asked to leave, I was to upset so I yelled to the security and said "I want to die". They asked me to leave immediately, without referring me to see any supporting services, they only said "You signed the deed, you are not allowed to go in". This incident makes me feel like they threw me away after taking all of my advantages.

After that, my friend asked me to go interstate. This friend introduced me to a host who lives in Melbourne but worked for Crown Adelaide. I have to bring a specific amount of money so they gave me free flying tickets and hotels. This amount of money is varied in specific time, however at that time it was \$10,000. If I had \$10,000 with me, they would give me \$1,500-worth chips. This made me think that if I borrowed \$10,000 to bring with me, I would have the free \$1,500 to gamble. I can make money from this free amount, I still can make some profit without touching the borrowed amount. This free \$1,500-worth chips has to be used for gambling and cannot transfer to cash.

The host encouraged me to go interstate to gamble because I signed the Self Exclusion Deed in Crown Melbourne. They have free services (hotel, flying tickets and meals). Host keeps calling me to offer free dinner with good food, drawing (\$1000 in voucher). It depends on how much I have, they would give me offers accordingly. If I introduce my friends, and if the friends carry big amount of money (>10,000) to gamble, they will be also provided with free tickets and hotel. If my friends play big, host will keep continue coming after me.

It is important to have a host, even if I lost \$15,000, without a host, I won't have free flying ticket to go back home. If I have a host, they would assist me with booking the tickets.

They keep sending out brochures stating that gambling is only for fun, even though there is an option for not sending the invitation / brochure to home.

I have heard rumours that there are people committing suicide at Crown because they lost so much money. However no actions were taken.

Crown does not care where we got the money from to gamble, whether we have to refinance my house, or our savings, or whether we have any debts, or whether we are low income earners, or our income is from Centrelink payment, all they want is revenue. I believe they have a record of how much we win and lose but they never care. Patrons only got asked to leave if they are too tired and fall asleep. They also never questioned where the clients got the money for gamble, and whether clients can afford to lose."

Best regards,

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