



Victorian Commission for
Gambling and Liquor Regulation

Level 3, 125 Shelley Street, Richmond VIC 3121
GPO Box 1988, Melbourne VIC 3001
T: 1300 182457
www.vcglr.vic.gov.au

18 March 2021

Our ref: CF/21/339

Mr Xavier Walsh
CEO, Crown Melbourne Ltd
Via email: **Confidential**

Dear Mr Walsh

Crown - Significant Player Review

I refer to your letter dated 24 February 2021 to myself. In that letter, you indicated that Crown is undertaking an initiative called a "Significant Player Review", which I understand to be a review regarding the suitability of top-end local players to continue to be customers of the Melbourne casino.

The VCGLR welcomes initiatives by Crown that are designed to assist with ensuring the management and operation of the Melbourne casino remains free from criminal influence or exploitation.

As you would be aware, the VCGLR is in receipt of certain reports commissioned by Crown Resorts Ltd¹ which, inter alia, indicate that transactions indicative of "structuring" and "cuckoo smurfing" occurred in the Riverbank and Southbank bank accounts. I also note that the reports contain the relevant "patron ID" of Crown customers to whom multiple deposits were designated and accordingly, the identity of patrons who may be involved in these transactions would be known to Crown.

Given the above, I query whether Crown's Significant Player Review has had regard to the reports, and in particular, considered the suitability of the patrons identified in those reports to continue to be customers of Crown.

It would be appreciated if you could please respond to this query by 25 March 2021 and:

- if the answer to the above query is 'yes', please provide details such as a summary of the assessments/decisions made by Crown regarding these patrons, including the rationale by Crown in reaching its decisions; or
- if the answer to the above query is 'no', confirm whether Crown intends to expand or amend its Significant Player Review to consider the suitability of patrons referred to in the Reports.

If you have queries arising from this letter please contact Mr Scott May, Acting Executive Director, Casino Regulatory Projects at **Confidential**

Sincerely

Confidential

Ross Kennedy PSM
Chair

Confidential

¹ Namely, "Forensic Data Analysis for Crown Resorts Ltd" - Grant Thornton (CRL 743.001.003-0020) and "Review of Riverbank and Southbank bank accounts for Indications of Money Laundering", Initialism, 16 November 2020 (CRL.741.001.0666-0779), collectively the Reports.