

From: Sonja Bauer
Sent: Mon, 29 Mar 2021 18:44:13 +1100
To: John Horvath;Xavier Walsh
Cc: Helen Coonan;Jane Halton;Toni Korsanos;Nigel Morrison;Sonja Bauer
Subject: RE: Victorian royal commission into Crown casino seeks public submissions on problem gambling crime

Thank you. John, will follow up.

With kind regards,

Sonja Bauer | Group General Manager Responsible Gaming | Crown Resorts Limited

W:
www.crownmelbourne.com.au www.crownperth.com.au www.crownsydney.com.au



AWARENESS. ASSISTANCE. SUPPORT

Gambler's/Gambling Help 1800 858 858

Responsible Gaming Centre 1800 801 098

Please consider the environment before printing my email

From: John Horvath [REDACTED]
Sent: Monday, 29 March 2021 5:00 PM
To: Sonja Bauer <[REDACTED]>; Xavier Walsh
Cc: Helen Coonan <[REDACTED]>; Jane Halton <[REDACTED]>; Toni Korsanos <[REDACTED]>; Nigel Morrison <[REDACTED]>
Subject: Fwd: Victorian royal commission into Crown casino seeks public submissions on problem gambling crime

Can we ensure we know what complaints we have had and how we manage them. May need a compendium

Also we all need a historical and current list of what promotional actives we typically undertake

Needs to be in the pack

Thanks

John

Sent from my iPad
 Prof John Horvath AO

Begin forwarded message:

From: Helen Coonan <[REDACTED]>
Date: 29 March 2021 at 4:36:17 pm AEDT
To: Toni Korsanos <[REDACTED]>, Jane Halton <[REDACTED]>, John Horvath <[REDACTED]>, Nigel Morrison <[REDACTED]>
Cc: Helen Coonan <[REDACTED]>

Subject: Victorian royal commission into Crown casino seeks public submissions on problem gambling crime

Here is a list of complaints/ criticisms we need to look at and have regard to

To discuss

<https://www.theaustralian.com.au/business/companies/victorian-royal-commission-into-crown-casino-seeks-public-submissions-on-problem-gambling-crime/news-story/f490a8c3fd94275c36d9e9a57af66bde>

Kind Regards, Helen Coonan