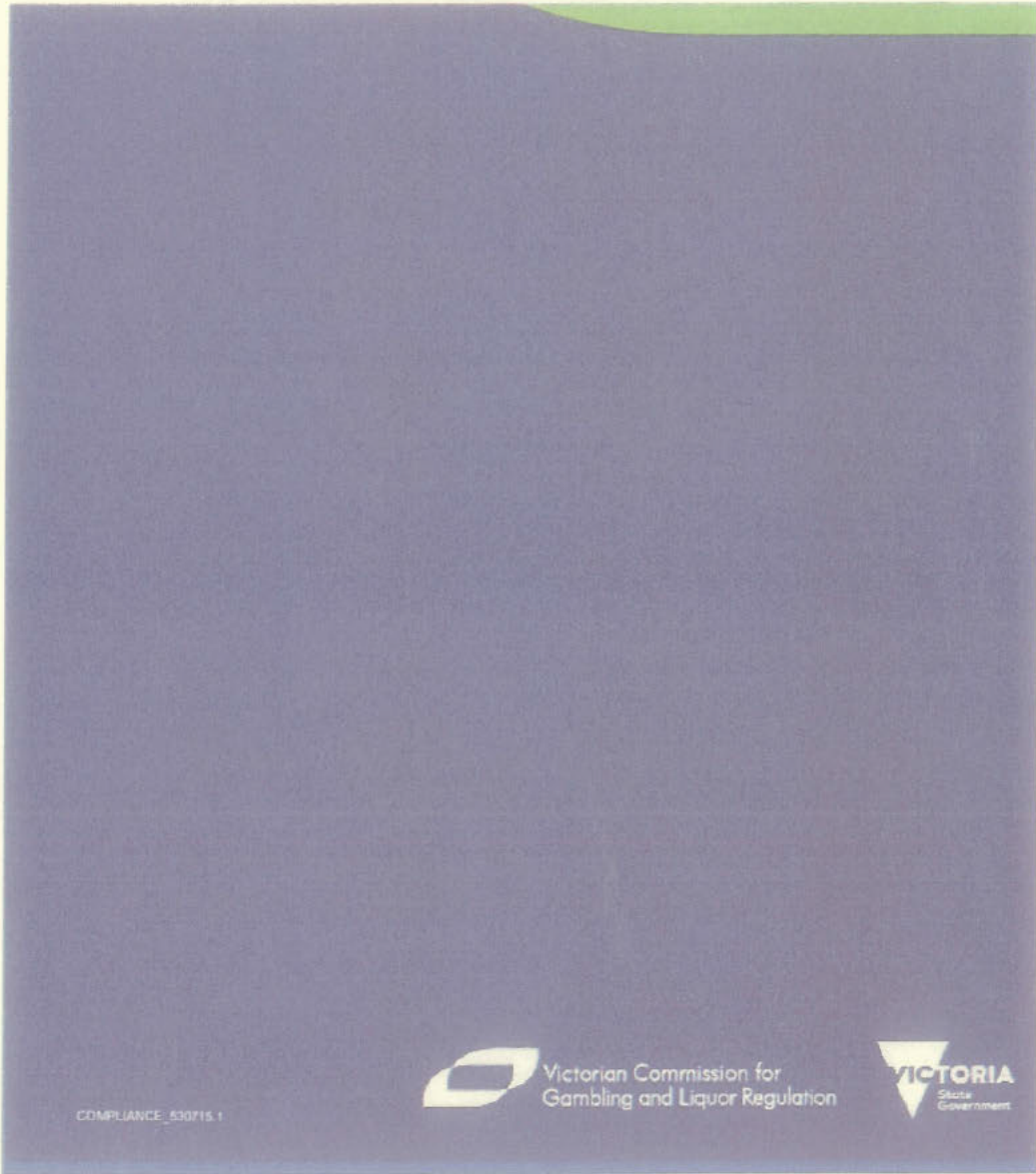


10/11/15

Victorian Commission for Gambling and Liquor Regulation
**The Technical Requirements Document for
Melbourne Casino**



COMPLIANCE_530715.1



Victorian Commission for
Gambling and Liquor Regulation



VICTORIA
State
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7 Player Promotion / Bonusing System

7.1 Overview

The following requirements shall only apply to Player Promotional/ Bonusing systems that can affect the financial settlement such as e.g. redemption of player loyalty points as credits to the player account (which can be used as machine credits) or bonus awards which are paid directly to the EGM credit meter.

All promotional/bonusing credits given to the player have no impact on the calculation of theoretical payback percentage for a gaming machine. Provisions must be made to ensure that these awards are metered uniquely by the electronic gaming machine, so that they can be reported correctly to the CMS for calculation of revenue and promotional/bonus awards reconciliation purposes.

7.2 Player Promotion Systems

A Promotional System is typically comprised of gaming devices that are configured to participate in electronically communicated promotional award payments from a host system. The host system controls the promotional award issuance parameters as well as the awarding of promotional credits. Promotional awards are additional elements that entitle players to special promotional awards based on the patrons play activity. Promotional awards are based on predefined patron play activity associated with a specific patron/account.

Static promotional awards are based on predefined criteria that do not require patron gaming machine activity prior to redemption and are generally for single instance use.

The Player Promotion may include for example:

- a) A player may be awarded 100 points for every \$100 played on the gaming machine. These points may then be converted to machine credits at the gaming machine with a point to credits conversion ratio set in the player promotion host;
- b) A player who has established a qualification for gaming machine play activity will be awarded a certain number of machine credits upon returning the next day (or any defined period); or
- c) A player will be given a predefined credit when they first sign up for participating in the player promotion.

The promotional awards/credit in this context are referred to as "free play / match play credits" (i.e. player must contribute money first via gaming machine play to redeem the promotional awards).

7.3 Bonusing Systems

Bonusing Systems are typically comprised of gaming devices that are configured to participate in electronically communicated bonus award payments from a host system. The host system controls the bonus award issuance parameters as well as awarding of the bonus payments. The bonus host system provides designated gaming devices with additional elements that entitle players to special Bonus Awards based on events triggered by the gaming device. Bonus awards are those based on a gaming machine event or some external trigger which do not include triggers based upon specific patron account activity.

The Player Bonusing may include for example:

- a) Multiply wins with a specified value for a specified period on participating gaming machines; or
- b) A small bonus prize given to all players playing on gaming machines when a large jackpot is won.

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7.4 Player Promotion System Requirements

7.4.1 Player Information Privacy

1. Use of player information must not breach any relevant state and federal privacy legislation.
2. Any information obtained in respect of player account establishment must be kept confidential, except where the release of that information is required by law or approved by the registered player.
3. Any information about the current state of player account(s) or player activity must be kept confidential except where the release of that information is required by law or approved by the registered player.
4. Use of registered player information in development, testing and production environments must not breach the Australian Privacy Principles and the OECD Guidelines on the Protection of Privacy and Transborder Data Flow of Personal Data.
5. Data management must be in accordance with the Privacy and Data Protection Act 2014 (Victoria) and the Privacy Act 1988 (Commonwealth).
6. All registered player information must be erased (that is not just deleted) from hard disks, magnetic tapes, solid-state memory and other devices before the device is decommissioned or sent off-site for repair. If the information on the device cannot be erased, the device must be physically destroyed.

7.4.2 Player accounts maintenance

1. Storage of account data must be secured against invalid access or update
2. All adjustment transactions are to be maintained in a system audit log.
www.oecd.org/sti/ieconomy/2013-oecd-privacy-guidelines.pdf.
3. All transactions involving a player's account data are to be treated as vital information to be recovered in the event of a failure.
4. Personal information of the registered player should be kept and stored in an encrypted form in transit and at rest. The encryption must meet cryptographic standards equivalent to the standards set out for encryption in the 'Australian Government Information and Communications Technology Security Manual (ISM) – Controls'.

7.4.3 Database Security

Player information, player entitlement and transactions must be secure at all times (e.g. prevention of unauthorised access).

7.4.4 Display Notification

Player shall be suitably notified, as a minimum, of the following events on the gaming device and/or interface display element:

- (a) Entry and exit from player loyalty mode (i.e. Indication of promotion participation - availability or unavailability, expiry, etc.);
- (b) Redemption of loyalty points to machine credits;
- (c) Promotional credits awarded; and
- (d) Promotional credits redeemed.

7.4.5 Player promotion Account Error Condition

The following conditions must be monitored and displayed to the player:

- (a) Invalid PIN (up to maximum retries allowed);
- (b) Account Locked;
- (c) Abandoned Account;
- (d) Unknown Account/ID;
- (e) Responsible gaming limit(s) reached; and

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- (f) A player is no longer receiving loyalty points because they have reached / exceeded their pre-commitment limit.

7.4.6 System Requirements

1. The CMS must store and report meters and/or significant events for all promotional awards and machine credits play redemption transactions.
2. The player promotion system must maintain the current player promotion account balance.
3. Procedures must be in place to handle "stolen" or "lost" card/account by invalidating the account and transferring all balances into a new account.
4. The player's current account balance shall be made available on demand at any gaming machine or other system terminals (e.g. loyalty kiosk) after confirmation of the player identity.
5. Any changes to the player promotion scheme must be logged and auditable.
6. Any manual adjustments to the player's account balance must be logged and auditable.
7. As a minimum the player loyalty system shall be able to provide the following reports:
 - (a) A comprehensive player transaction and account balance report(s);
 - (b) Player promotion account liability report;
 - (c) Promotion configurations; and
 - (d) Promotions reconciliation (i.e. gaming machine bonus meters against promotional transactions / awards).
8. If Random Number Generator (RNG) is used in the player promotion system to determine the award, the RNG must comply with all the requirements specified in relevant sections of this document.
9. The promotion system must be included in the CMS baseline and subjected to CMS software verification and external integrity authentication.

7.5 Player bonusing System Requirements

7.5.1 Database Security

Bonusing parameters, player bonus awards and transactions must be secure at all times (e.g. prevention of unauthorised access).

7.5.2 Display Notification

Players shall be suitably notified of all the relevant details on the operation of bonuses. As a minimum, the following shall be provided on the gaming device and/or interface display element:

- (a) Entry and exit from bonusing mode (i.e. Indication of participation in specified bonuses - the availability or unavailability, expiry, etc.);
- (b) Bonus payments awarded; and
- (c) Details on the type of bonus payments awarded.

7.5.3 System Requirements

1. The CMS must store and report meters and/or significant events for all bonus awards.
2. Any changes to the bonus parameters must be logged and auditable.
3. Any manual adjustments to the bonus payments must be logged and auditable.
4. As a minimum, the player bonusing system shall be able to provide the following reports:
 - (a) A comprehensive detail of all player bonuses awarded;
 - (b) Bonus configurations; and
 - (c) Bonus payment reconciliation (i.e. gaming machine bonus meters against bonus awards).

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5. If Random Number Generator (RNG) is used in the bonusing system to determine the award, the RNG must comply with all the requirements specified in relevant sections of this document.
6. The bonusing system must be included in the CMS baseline and subjected to CMS software verification and external integrity authentication.