



Direct Line:
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11 June 2021

By email

Mr Craig Phillips
Ms Abigail Gill
Ms Kate Gill-Herdman
The Solicitors Assisting the Royal Commission
Into the Casino Operator and Licence
Level 25, 567 Collins Street
MELBOURNE VIC 3000

Dear Mr Phillips, Ms Gill and Ms Gill-Herdman

**Royal Commission into the Casino Operator and Licence
'Homework' for Mark Mackay from Hearing Day 14 (7 June 2021)**

I refer to the 'homework' items requested by Counsel Assisting during the course of the hearing and my evidence on 7 June 2021. I have been asked to personally respond to the matters set out below:

1. Confirm whether Crown requires its customers to have a time and spend limit activated on their playing card through the YourPlay system in order to play an EGM in unrestricted mode, consistent with the requirement in (b)(ii)(A) of the Ministerial Direction made under s 3.2.3(1) of the *Gambling Regulation Act 2003* (Vic) dated 23 October 2015.
A: I can confirm for the commission contrary to my statement that Crown does require a customer to have a time and spend limit activated on their playing card through YourPlay system in order to play an EGM in unrestricted mode and that they have not exceeded either their spend or time limit.
2. Confirm how customers have been able to access EGMs in unrestricted mode since the introduction of YourPlay.
A: I can confirm customers have been able to access EGMs in unrestricted mode when they have a time and spend limit activated on their playing card though the YourPlay system and have not exceeded their spend or time limit.

Yours sincerely



Mark Mackay
EGM – Gaming Machines