

Extract (Table B) 010419-010519

Nature of Service: Observable Signs											
No.	Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
1	Apr 1, 2019	5:32					Male		PP16 VIP Tables AM Judy informed █████ as played for 18hrs and requires reminder to take break.	vm370923	Responsible Gaming
2	Apr 1, 2019	17:20					Male		PP20 VIP Tables Advised TG ACM MHG Andy to remind patron to take a substantial break. Andy TG ACM MHG advised me that the patron already left.	da027675	Responsible Gaming
	Apr 1, 2019	18:36					Male		PP24 VIP Tables Local Host manager (Brett) advised █████ playing for over 24hrs with no significant break.	fb022711	Responsible Gaming
3	Apr 1, 2019	20:33					Female		PP16 PRE Machines GM VOSM (Sav) advised █████ playing for over 19hrs with no significant breaks.	fb022711	Responsible Gaming
	Apr 2, 2019	1:33					Female		PP24 PRE Machines GM VOSM (Sav) advised █████ still on-site in Teak Room; advised he approached █████ and asked her to leave.	fb022711	Gaming Machines
4	Apr 2, 2019	5:52					Male		PP20 VIP Tables Local Host manager (Ben) advised █████ playing for nearly 24hrs with no significant breaks.	fb022711	Responsible Gaming
5	Apr 3, 2019	5:37					Female		PP16 VIP Tables Local Host manager (Jaime) advised █████ playing for nearly 18hrs with no significant breaks.	fb022711	Responsible Gaming
6	Apr 3, 2019	11:18					Female		PP16 PRE Tables Informed ACM (Dean) that patron has played for 18hrs, ACM will remind patron to take a substantial break.	cv360590	Responsible Gaming
7	Apr 3, 2019	11:36					Female		PP16 VIP Tables TG ACM (Para) advised to remind patron to take a break. █████ was playing for 18 hours.	cv360590	Responsible Gaming
8	Apr 3, 2019	11:43					Female		PP12 MGF Machines 18 hrs. GM West was advised and will remind patron to take breaks.	cv360590	Responsible Gaming
9	Apr 3, 2019	14:54					Female		PP16 VIP Machines Advised VOSM that █████ has been playing for over 19hrs with no break, VOSM to remind █████ to take a substantial break.	cv360590	Responsible Gaming
10	Apr 3, 2019	14:59					Female		PP16 VIP Machines Advised VOSM that █████ has been playing for over 19hrs with no break, VOSM to remind █████ to take a substantial break.	cv360590	Responsible Gaming
11	Apr 3, 2019	15:06					Male		PP12 MGF Tables Played for 15 hrs, TG ACM Nigel was notified and will remind patron to take break. Nigel called back to informed that patron has left the table.	cv360590	Responsible Gaming

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12	Apr 4, 2019	6:49		Female	PP16 VIP Tables ACM (Adam) was informed patron had reached 16hrs requires reminder to take break.	cv360590	Responsible Gaming
13	Apr 4, 2019	7:10		Female	PP16 VIP Tables Mah Rm ACM Adam informed. Patron is reaching 20 hrs. She just came back from 3.5 hr break. ACM Adam will make assessment.	jc017687	Responsible Gaming
	Apr 4, 2019	10:43		Female	PP16 VIP Tables DSM Jaime was informed [REDACTED] is reaching 24 hrs with 1 3.5 hr break. Jaime advised that she is leaving at 7pm today but will require her to take additional break.	cv360590	Responsible Gaming
14	Apr 4, 2019	9:40		Female	PP20 MGF Tables VOSM Tlen advised [REDACTED] playing for over 19hrs with a 3hrs break.	cv360590	Responsible Gaming
15	Apr 4, 2019	10:37		Female	PP16 VIP Tables TG ACM (Adam) advised [REDACTED] playing for almost 19hrs with no significant break.	cv360590	Responsible Gaming
16	Apr 5, 2019	15:10		Male	PP20 PRE Tables Informed ACM Matthew that patron has been playing for 22hrs and requires reminder to take a break.	vm370923	Responsible Gaming
17	Apr 5, 2019	15:12		Male	PP20 PRE Tables DSM uncontactable. Informed ACM Matthew that patron has been playing for 21hrs and requires reminder to take a break.	vm370923	Responsible Gaming
18	Apr 5, 2019	15:15		Female	PP20 PRE Tables DSM uncontactable. Informed ACM Matthew that patron has been playing for 20hrs and requires reminder to take a break.	vm370923	Responsible Gaming
19	Apr 5, 2019	22:14		Male	PP16 PRE Machines Informed GM VOSM that [REDACTED] has been playing for 19hrs and to remind [REDACTED] to take regular breaks.	cv360590	Responsible Gaming
20	Apr 6, 2019	3:24		Female	PP16 PRE Tables TG ACM Matthew was informed that [REDACTED] has been playing for almost 17hrs and to remind patron to take substantial break.	cv360590	Responsible Gaming
21	Apr 6, 2019	3:35		Male	PP24 VIP Tables Advised DSM Ben that [REDACTED] had been playing for 24hrs with 1x4hrs break earlier but required an additional break.	cv360590	Responsible Gaming
22	Apr 6, 2019	3:19		Female	PP16 PRE Machines Advised VOSM Allison to remind [REDACTED] to take a substantial break.	cv360590	Responsible Gaming
	Apr 6, 2019	18:02		Female	PP24 VIP Machines VOSM Abdi informed patron has reached 24hrs and requires substantial break.	vm370923	Responsible Gaming
23	Apr 6, 2019	4:01		Male	PP12 VIP Tables TG ACM (Adam) was informed that [REDACTED] has been playing for 15hrs and to remind patron to take substantial break.	cv360590	Responsible Gaming
	Apr 6, 2019	9:35		Male	PP20 VIP Tables DSM Ben informed patron has reached 21hrs and requires substantial break.	vm370923	Responsible Gaming

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24	Apr 6, 2019	6:03	[REDACTED]	Female	[REDACTED]	PP16 MGF Tables Advised TG ACM Debb that [REDACTED] has been playing for almost 18hrs without a substantial break. Debb will remind patron to take regular break.	ov360590	Responsible Gaming
25	Apr 6, 2019	6:16	[REDACTED]	Female	[REDACTED]	PP12 VIP Tables Playing for 14 hrs. Mah Rm ACM Adam informed. ACM Adam replied to inform that patron has left.	jc017687	Responsible Gaming
26	Apr 6, 2019	9:40	[REDACTED]	Male	[REDACTED]	PP16 VIP Machines Tien informed patron has reached 16hrs and requires substantial break.	vm370923	Responsible Gaming
27	Apr 6, 2019	18:19	[REDACTED]	Male	[REDACTED]	PP24 VIP Tables Victoria informed DSM Ralph that [REDACTED] has been playing for 24 hrs and only had a 4.5 break. Ralph later reply with SMS informing [REDACTED] has left Mah Rm.	jc017687	Responsible Gaming
28	Apr 6, 2019	18:25	[REDACTED]	Male	[REDACTED]	PP24 VIP Tables ACM Steve informed patron has played for 24hrs and requires a substantial break. Added to Pager, return to JW.	vm370923	Responsible Gaming
29	Apr 6, 2019	18:45	[REDACTED]	Male	[REDACTED]	PP24 MGF Tables Pager alert that [REDACTED] was in pit 10/15. RGLo attended but [REDACTED] has left the table, upon confirming with Ralph, he stated that [REDACTED] is waiting for his drive and will be leaving to the airport shortly.	ov360590	Responsible Gaming
30	Apr 6, 2019	19:27	[REDACTED]	Male	[REDACTED]	PP20 VIP Tables DSM Ralph was informed patron has reaching 23hrs and requires reminder to take a break.	ov360590	Responsible Gaming
31	Apr 6, 2019	20:56	[REDACTED]	Female	[REDACTED]	PP16 PRE Tables Playing for 18hrs. Maple ACM Andrew was informed to remind patron to take regular break.	ov360590	Responsible Gaming
	Apr 7, 2019	1:27	[REDACTED]	Female	[REDACTED]	PP20 PRE Tables HN is reaching 24hrs. Maple ACM Andrew was informed to remind patron to take regular break. Andrew advised that [REDACTED] promise she will be leaving prior to 24hrs.	ov360590	Responsible Gaming
32	Apr 6, 2019	21:16	[REDACTED]	Female	[REDACTED]	PP20 VIP Machines VOSM was informed patron has reached 24hrs, she did have a 5.5hrs break and requires a reminder to take a substantial break. VOSM will remind patron min substantial break is 8hrs	ov360590	Responsible Gaming
33	Apr 7, 2019	12:55	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables TG ACM (Steve) advised [REDACTED] playing for 19hrs with no significant break.	fb022711	Responsible Gaming
34	Apr 7, 2019	14:32	[REDACTED]	Female	[REDACTED]	PP16 PRE Tables TG ACM (Chris) advised [REDACTED] playing for 16hrs with no significant break.	fb022711	Responsible Gaming
35	Apr 7, 2019	22:34	[REDACTED]	Female	[REDACTED]	PP20 VIP Machines VOSM Carly informed patron had played for 22hrs and requires substantial break.	vm370923	Responsible Gaming
36	Apr 8, 2019	4:15	[REDACTED]	Male	[REDACTED]	PP16 VIP Machines VOSM Carly informed patron has played for 17hrs and requires reminder to break.	vm370923	Responsible Gaming
	Apr 8, 2019	7:22	[REDACTED]	Male	[REDACTED]	PP20 VIP Machines GM VOSM (Simon) advised [REDACTED] playing for 20hrs with no significant break.	fb022711	Responsible Gaming

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37	Apr 8, 2019	23:23	[REDACTED]	Male	[REDACTED]	PP12 VIP Tables ACM Nicole informed patron has reached 15hrs and requires reminder to take a break.	vm370923	Responsible Gaming
38	Apr 10, 2019	5:11	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables Local Host manager (Beck) advised [REDACTED] playing for 19hrs with no significant break.	fb022711	Responsible Gaming
39	Apr 11, 2019	4:03	[REDACTED]	Female	[REDACTED]	PP20 VIP Machines GM VOSM (Alison) advised [REDACTED] playing for 22hrs with a single 4hr break.	fb022711	Responsible Gaming
40	Apr 11, 2019	15:01	[REDACTED]	Female	[REDACTED]	PP20 PRE Tables About to reach 24 hrs. RGLO Oanh will ask [REDACTED] to leave immediately.	jc017687	Responsible Gaming
41	Apr 11, 2019	16:44	[REDACTED]	Male	[REDACTED]	PP24 PRE Tables Maple ACM Dean was informed that [REDACTED] has reached 25hrs with 2x4.5hrs break and to remind patron to take break and that substantial break is min 8 hrs.	cv360590	Responsible Gaming
42	Apr 11, 2019	18:20	[REDACTED]	Female	[REDACTED]	PP16 PRE Tables Playing for 16.7 hrs. She did have 5 hr break this morning. Advised Teak ACM Matthew to assess and remind patron the substantial break is min 8-10 hrs.	jc017687	Responsible Gaming
43	Apr 12, 2019	9:48	[REDACTED]	Female	[REDACTED]	PP20 VIP Tables Advised DSM that [REDACTED] has been playing for almost 24hrs with 1x4hrs to remind [REDACTED] to take a substantial break.	cv360590	Responsible Gaming
44	Apr 12, 2019	10:02	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables Mah Rm ACM Mark informed by SMS. She did have 4h30m break this morning.	cv360590	Responsible Gaming
	Apr 12, 2019	14:24	[REDACTED]	Female	[REDACTED]	PP20 VIP Tables Sent SMS to DSM Ben. She did have 4h30m break last evening.	jc017687	Responsible Gaming
	Apr 12, 2019	16:42	[REDACTED]	Female	[REDACTED]	PP24hrs VIP Tables Reminded DSM Ben that [REDACTED] has passed the 24hrs play with 4hrs 33mins break. Ben stated that he has advised [REDACTED] either take a break then come back later on tonight or play for a couple more hours and missed the whole weekend [REDACTED] is staying in house. added to PP20 to monitor, please return to JH1.	cv360590	Responsible Gaming
	Apr 12, 2019	21:42	[REDACTED]	Female	[REDACTED]	PP20 VIP Tables DSM Ralph informed by SMS to remind patron to take a substantial break.	da027675	Responsible Gaming
45	Apr 13, 2019	9:00	[REDACTED]	Female	[REDACTED]	PP16 PRE Tables ACM Matthew informed patron has played for 19hrs and requires reminder to have a break.	vm370923	Responsible Gaming
46	Apr 13, 2019	9:20	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables ACM Mark informed patron has reached 19hrs, requires reminder to take a break.	vm370923	Responsible Gaming
47	Apr 13, 2019	9:22	[REDACTED]	Female	[REDACTED]	PP20 VIP Machines VOSM Richard informed patron has played for 21hrs and requires substantial break. Called back - false rating.	vm370923	Responsible Gaming
48	Apr 13, 2019	15:31	[REDACTED]	Male	[REDACTED]	PP24 VIP Machines Advised VOSM Richard to remind [REDACTED] to take a substantial break after 24hrs of play and a 5hr break. Patron not at ECM - placed on pager.	vm370923	Responsible Gaming

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	Apr 13, 2019	21:09	Male	PP24 VIP Tables Pager alert - patron returned to play after 4.5hrs break, VOSM Allison was notified	ov360590	Responsible Gaming
	Apr 14, 2019	7:30	Male	PP24 VIP Machines In response to the pager [REDACTED] was playing at BA2533. he had returned to gaming floor earlier than was told. He has been continually playing for more than 34 hours. [REDACTED] was advised by staff twice for taking an adequate break. Even over 24 hours playing period, The break time was negotiated to 8 hours break. however, he still returned too early. I attended Mahogany Room and spoke to Para ACM who said the patron belonged to GM. he calls Allen from GM host who too scared to talk to the patron. Allen called Richard (Teak Manager). I provided all relevant information and advised patron to take 24 hours break. Richard approached [REDACTED] and requested him to take 24 hours break, not return before 8am on 15/04/2019. [REDACTED] left gaming floor immediately. ED SV advised.	g014394	Responsible Gaming
49	Apr 13, 2019	16:26	Female	PP16 PRE Tables AM (Andrew) informed patron has played for 19hrs and requires reminder to take a break.	vm370923	Responsible Gaming
	Apr 13, 2019	23:13	Female	PP24 VIP Tables Advised DSM that [REDACTED] has been playing for 26hrs with 1 3hrs break. Required to take break immediately	ov360590	Responsible Gaming
50	Apr 13, 2019	18:32	Female	PP20 VIP Tables Advised DSM Ross that [REDACTED] has been playing for almost 24hrs with no substantial break, DSM will remind patron to take break soon. DSM Ross advised that patron decided to finished the shoes then take 24hrs not to return before 6pm 14/04/2019.	ov360590	Responsible Gaming
51	Apr 13, 2019	18:42	Female	PP20 PRE Tables ACM Pauline advised patron has reached 22hrs and requires substantial break. ACM said she will follow up -texted patron details.	ov360590	Responsible Gaming
52	Apr 13, 2019	18:50	Male	PP20 PRE Tables ACM Melisa advised patron has reached 20hrs and requires substantial break. ACM said she will follow up -texted patron details.	ov360590	Responsible Gaming
53	Apr 13, 2019	19:51	Female	PP20 VIP Tables [REDACTED] playing for 23 hr with one 5.4 hours break. Staying in house. SMS to DSM Ross to assess and remind patron that substantial break is min 8 hrs.	jc017687	Responsible Gaming
	Apr 14, 2019	0:45	Female	PP24 VIP Machines DSM Ralplh was advised to request patron to take a substantial break. played for 30hrs with 1x5hrs break.	ov360590	Responsible Gaming
54	Apr 13, 2019	23:00	Female	PP20 VIP Tables Advised DSM Ralph that [REDACTED] has been playing for 20hrs. without a proper break, DSM will remind [REDACTED] to take substantial break.	ov360590	Responsible Gaming
55	Apr 14, 2019	2:35	Female	PP16 MGF Tables TG ACM Craig was informed that [REDACTED] has been playing for 21hrs with 1 4hrs break. Craig will remind [REDACTED] mins 8hrs break required.	ov360590	Responsible Gaming
56	Apr 14, 2019	2:40	Female	PP16 MGF Table Games ACM Adnan was informed that [REDACTED] has been playing for 16hrs with no substantial break, Adnan will remind [REDACTED] to take regular break during play.	ov360590	Responsible Gaming

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57	Apr 14, 2019	7:34	[REDACTED]	Male	[REDACTED]	PP16 PRE Tables ACM Matthew informed patron has been playing for 19hrs and requires substantial break.	vm370923	Responsible Gaming
58	Apr 14, 2019	7:54	[REDACTED]	Female	[REDACTED]	PP16 PRE Tables ACM Para advised that [REDACTED] has been playing for 17hrs and requires reminder to take a break.	vm370923	Responsible Gaming
59	Apr 14, 2019	8:00	[REDACTED]	Male	[REDACTED]	PP16 PRE Tables ACM Para advised that [REDACTED] has been playing for 17hrs and requires reminder to take a break.	vm370923	Responsible Gaming
60	Apr 14, 2019	11:01	[REDACTED]	Male	[REDACTED]	PP24 VIP Tables DSM Beck informed patron has reached 24hrs and requires substantial break [REDACTED] had only two small breaks one of which he remained on the gaming floor.	vm370923	Responsible Gaming
61	Apr 14, 2019	21:16	[REDACTED]	Male	[REDACTED]	PP20 VIP Tables ACM Adam was informed that patron been on site for almost 24hrs and have 5hrs break and requires substantial break. Adam replied stated that [REDACTED] will be leaving at 11:30pm	cv360590	Responsible Gaming
62	Apr 15, 2019	2:57	[REDACTED]	Female	[REDACTED]	PP16 PRE Tables ACM Adam was informed that [REDACTED] have been onsite for 16hrs and to remind patron to take substantial break.	cv360590	Responsible Gaming
63	Apr 15, 2019	4:40	[REDACTED]	Male	[REDACTED]	PP12 PRE Machines Informed ACM Para that patron has played for 15hrs, Para will remind patron to take a substantial break.	cv360590	Responsible Gaming
64	Apr 16, 2019	3:10	[REDACTED]	Male	[REDACTED]	PP20 VIP Tables VOSM (Rachel) informed patron has played for 21hrs and requires substantial break. VOSM spoke with patron, they will leave in an hour.	vm370923	Responsible Gaming
65	Apr 16, 2019	5:02	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables ACM (Adam) notified that patron has been playing for 18hrs and requires reminder to take substantial break.	vm370923	Responsible Gaming
66	Apr 16, 2019	15:38	[REDACTED]	Female	[REDACTED]	PP24 VIP Tables Local Host manager (Ross) advised [REDACTED] playing for over 24hrs with no significant breaks.	fb022711	Responsible Gaming
67	Apr 16, 2019	9:21	[REDACTED]	Male	[REDACTED]	PP16 PRE Tables TG ACM (Bing) advised [REDACTED] playing for 19hrs with no significant breaks.	fb022711	Responsible Gaming
68	Apr 16, 2019	11:13	[REDACTED]	Male	[REDACTED]	PP20 PRE Machines GM VOSM (Richard) advised [REDACTED] playing for 20hrs with no significant break.	fb022711	Responsible Gaming
69	Apr 16, 2019	18:30	[REDACTED]	Male	[REDACTED]	PP24 VIP Tables Local Host manager (Ross) advised [REDACTED] playing for over 24hrs with 2 x 4.5hr breaks in play.	fb022711	Responsible Gaming
70	Apr 17, 2019	2:52	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables Advised Nicole ACM patron has played for 16hrs, requires reminder to break.	vm370923	Responsible Gaming

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71	Apr 17, 2019	5:55		Female	PP20 MGF Tables Advised patron has reached 20hrs and requires reminder to take a substantial break.	vm370923	Responsible Gaming
72	Apr 17, 2019	22:12		Male	PP20 VIP Tables Local Host manager (Jaime) advised playing for nearly 23hrs with no significant breaks.	fb022711	Responsible Gaming
73	Apr 18, 2019	20:54		Male	PP20 VIP Tables Local Host manager (Ralph) advised playing for 20hrs with a single 3.5hr break.	fb022711	Responsible Gaming
74	Apr 19, 2019	9:45		Female	PP20 MGF Machines DSM Beck was informed that patron has been playing for 21hrs with no significant break and required a substantial break. Beck advised that has got a Limo booked and will leave in an hour.	cv360590	Responsible Gaming
75	Apr 19, 2019	14:48		Male	PP12 VIP Tables Advised TG ACM Steve that has been on site for 14hrs with no substantial break, ACM will remind to take adequate break between play.	cv360590	Responsible Gaming
76	Apr 20, 2019	5:00		Female	PP12 PRE Tables Advised Maple ACM Matthew that was here for 16 hours with 4hr break in play.	BI017908	Responsible Gaming
77	Apr 20, 2019	7:05		Male	PP16 VIP Tables TG ACM Matthew was informed that has been playing for 17hrs and to remind patron to take a substantial break.	cv360590	Responsible Gaming
78	Apr 20, 2019	7:37		Male	P16 VIP Machines VOSM (Tien) informed patron has reached 17hrs and requires substantial break.	cv360590	Responsible Gaming
79	Apr 20, 2019	7:51		Male	PP16 PRE Tables ACM Matthew was advised and will remind patron to take substantial break.	cv360590	Responsible Gaming
	Apr 20, 2019	14:43		Male	PP20 PRE Tables Playing for 23.3 hrs. SMS Teak ACM to ask patron to take substantial break.	jc017687	Responsible Gaming
80	Apr 20, 2019	8:04		Male	PP20 VIP Tables ACM (Christy) informed patron has played for 22hrs and requires reminder to break. ACM will follow up.	cv360590	Responsible Gaming
81	Apr 20, 2019	8:09		Female	PP12 VIP Tables Informed TG ACM Para that has been playing for 15.5 hrs, ACM will remind to take substantial break.	cv360590	Responsible Gaming
	Apr 20, 2019	18:27		Female	PP24 VIP Tables DSM Ben advised and will request patron to leave immediately.	cv360590	Responsible Gaming
	Apr 20, 2019	19:19		Female	PP24 VIP Tables DSM Ben advised and will request patron need a break immediately.	da027675	Responsible Gaming
	Apr 20, 2019	21:00		Female	PP24 VIP Tables DSM Ralph advised and will request patron need a break immediately.	da027675	Responsible Gaming

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82	Apr 20, 2019	9:28		Male	PP16 PRE Tables Advised Maple ACM Matthew that [REDACTED] was here for 18hours with no significant break in play.	cv360590	Responsible Gaming
83	Apr 20, 2019	9:34		Male	P16 VIP Machines VOSM (Tien) informed patron has reached 17hrs and requires substantial break.	cv360590	Responsible Gaming
84	Apr 20, 2019	10:24		Female	PP20 VIP Tables Informed DSM Beck that [REDACTED] has been playing for 20hrs and required a substantial break.	cv360590	Responsible Gaming
85	Apr 20, 2019	10:24		Female	PP20 VIP Tables Informed DSM Beck that [REDACTED] has been playing for 20hrs and required a substantial break.	cv360590	Responsible Gaming
86	Apr 20, 2019	14:14		Male	PP20 VIP Tables Informed DSM Ben that [REDACTED] has been playing for 20hrs and required a substantial break.	cv360590	Responsible Gaming
	Apr 20, 2019	17:40		Male	PP24 VIP Tables Informed DSM Ben that [REDACTED] has been playing for 24hrs and required to take break immediately.	cv360590	Responsible Gaming
87	Apr 20, 2019	15:03		Male	PP20 VIP Tables Playing for 21 hrs with 1 x 4.5 hr and 1 x 2 hr breaks. SMS sent to DSM Ben to monitor patron and remind him that substantial break is min 8-10 hr.	jc017687	Responsible Gaming
88	Apr 20, 2019	15:50		Male	PP16 PRE Tables TG ACM Andrew was informed that [REDACTED] playing for over 18hrs with no significant break. ACM will remind [REDACTED] to take substantial break.	cv360590	Responsible Gaming
89	Apr 21, 2019	17:47		Female	PP16 VIP Tables Mahogany ACM Alex informed that [REDACTED] had been playing for 18 hours. Alex will remind patron to take substantial break.	rz034057	Responsible Gaming
90	Apr 21, 2019	17:56		Male	PP16 VIP Machines VOSM Aby informed that [REDACTED] had been playing for 19 hours. Aby will remind patron to take substantial break.	rz034057	Responsible Gaming
91	Apr 22, 2019	1:47		Male	PP16 PRE Machines VOSM informed patron has been playing for 17hrs and requires reminder to take substantial break. VOSM said he will follow up.	cv360590	Responsible Gaming
92	Apr 22, 2019	3:32		Female	PP16 VIP Tables Playing for 18 hrs. DSM Ralph informed to remind patron to take break.	jc017687	Responsible Gaming
93	Apr 22, 2019	7:20		Female	PP16 VIP Table A message sent to ACM Mahogany Room for a reminder patron to take a break [REDACTED] was playing for 16 hours.	gj014394	Responsible Gaming
94	Apr 22, 2019	8:42		Male	PP12 VIP Table Sent a message to ACM Mahogany Room for reminder patron to take a break.	gj014394	Responsible Gaming
	Apr 22, 2019	18:03		Male	PP20 VIP Table Patron played for 21.5 hours. Sent a message to ACM Mahogany Para to reminder patron to take a break.	rz034057	Responsible Gaming

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95	Apr 22, 2019	17:43		Female		PP16 VIP Tables Patron completed 19 hours of play. TG ACM Para will remind patron to take substantial break.	rz034057	Responsible Gaming
96	Apr 22, 2019	23:41		Female		PP24 VIP Tables Playing for 24 hrs with 1x5.5 hr break. DSM Ralph has been informed. Ralph replied later that [REDACTED] is fine. But she will take a break at end of shie. About 1 hour.	jc017687	Responsible Gaming
97	Apr 23, 2019	2:51		Female		PP12 PRE Machines Played for 12 hours with longest break of 11 min. VOSM Elmerly informed to remind patron to take proper breaks.	jc017687	Responsible Gaming
98	Apr 23, 2019	9:13		Female		PP16 PRE Machines GM VOSM (Simon) advised [REDACTED] playing for over 18hrs with a single 3.5hr break.	fb022711	Responsible Gaming
99	Apr 23, 2019	9:19		Female		PP16 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for nearly 20hrs with no significant breaks.	fb022711	Responsible Gaming
100	Apr 23, 2019	10:01		Male		PP20 PRE Tables TG ACM (Bing) advised [REDACTED] playing for 21hrs with 3.5hr and 2hr breaks.	fb022711	Responsible Gaming
101	Apr 24, 2019	0:06		Male		PP24hrs VIP Table-Games A SMS message sent to ACM VVIP that the [REDACTED] has clocked up over 24 hrs of play but the card was used by a number of players.	gj014394	Responsible Gaming
102	Apr 26, 2019	4:47		Female		PP16 VIP Machines GM VOSM (Richard) advised [REDACTED] playing for 16hrs with a single 3.5hr break.	fb022711	Responsible Gaming
103	Apr 26, 2019	4:50		Female		PP16 VIP Tables TG ACM (Adam) advised [REDACTED] playing for 16hrs with 2 & 2.5hr breaks in play.	fb022711	Responsible Gaming
104	Apr 26, 2019	4:58		Male		PP12 PRE Tables TG ACM (Bing) advised [REDACTED] playing for 15hrs with no significant break.	fb022711	Responsible Gaming
105	Apr 26, 2019	18:55		Male		PP20 PRE Machines GM VOSM (Elmerly) advised [REDACTED] playing for 20hrs with a single 4hr break.	fb022711	Responsible Gaming
106	Apr 26, 2019	22:12		Male		PP16 MGF Tables TG ACM (Nick) advised [REDACTED] reached 18hrs with a couple of 2.5hr breaks.	fb022711	Responsible Gaming
107	Apr 27, 2019	7:39		Female		PP24 VIP Tables DSM Beck was informed that [REDACTED] has been playing for 48hrs with 2x4,5hrs break. DSM will remind [REDACTED] that min break requirement is 8hrs between play and to take break regularly.	cv360590	Responsible Gaming
	Apr 27, 2019	15:27		Female		PP24 VIP Tables Advised DSM Ross that [REDACTED] has returned to play after 4,5hrs of break. Ross called to advised that he has settle with [REDACTED] to play until 6pm and she will go to have her dinner then close her program to take the break required before returning home in the morning.	cv360590	Responsible Gaming
108	Apr 27, 2019	8:06		Female		PP16 VIP Machines Playing for 18 hours with only 4.5 hr break. VOSM Simon will remind patron to take substantial breaks.	jc017687	Responsible Gaming

Extract (Table B) 010419-010519

109	Apr 27, 2019	8:12	Female	PP16 VIP Machines GM VOSM (Simon) advised [REDACTED] playing for over 18hrs with no significant breaks.	ov360590	Responsible Gaming
110	Apr 27, 2019	8:15	Female	PP20 PRE Tables ACM (Matthew) informed patron has played for 21hrs and requires reminder to break.	ov360590	Responsible Gaming
111	Apr 27, 2019	8:17	Male	PP16 PRE Tables ACM (Matthew) informed patron has played for 17hrs and requires reminder to break.	ov360590	Responsible Gaming
112	Apr 28, 2019	10:45	Female	PP20 PRE Tables TG ACM (Andrew) advised [REDACTED] playing for 20hrs with no significant breaks.	ov360590	Responsible Gaming
113	Apr 28, 2019	11:00	Female	PP16 MGF Machines Playing for 18 hrs. She said she will have lunch at 12 noon and then she will head home. West GM AM informed.	jc017687	Responsible Gaming
114	Apr 28, 2019	11:58	Female	PP20 PRE Tables ACM Andrew was advised [REDACTED] has been on site for 21hrs and to remind patron to take a break.	ov360590	Responsible Gaming
115	Apr 28, 2019	12:44	Male	PP16 PRE Tables ACM Andrew was advised [REDACTED] has been on site for 17hrs and to remind patron to take a break.	ov360590	Responsible Gaming
116	Apr 28, 2019	13:12	Female	PP16 PRE Machines VOSM Elmerly was advised [REDACTED] has been on site for 17hrs and to remind patron to take a break.	ov360590	Responsible Gaming
117	Apr 28, 2019	13:25	Female	PP16 VIP Tables ACM Para was advised [REDACTED] has been on site for 18hrs and to remind patron to take a break.	ov360590	Responsible Gaming
118	Apr 29, 2019	2:30	Female	PP12 PRE Machines Alert VOSM Carmen of [REDACTED] PP. Playing in G Bank.	BI017908	Responsible Gaming
	Apr 29, 2019	8:50	Female	PP20 PRE Machines VOSM Elmerly informed patron has reached 21 hrs and requires substantial break.	vm370923	Responsible Gaming
	Apr 29, 2019	15:02	Female	PP24 VIP Machines Patron returned after only taking a 5.5hr break. VOSM Carly informed	vm370923	Responsible Gaming
	Apr 29, 2019	15:20	Female	VOSM Elmerly advised that [REDACTED] does not want to leave and want to stay at premises. RGA asked if VOSM instructed [REDACTED] to take 8 hours break, but VOSM responded "I just tell the patrons to take substantial break". RGA went to the Teak room to talk to [REDACTED] but by the time of arrival, [REDACTED] had left the machine (G-8401). No contact.	rz034057	Host
119	Apr 29, 2019	9:03	Female	PP16 PRE Machines VOSM Elmerly informed patron has reached 18hrs and requires substantial break.	vm370923	Responsible Gaming
120	Apr 29, 2019	14:59	Female	PP20 VIP Tables DSM Ralph informed patron has reached 22.5hrs and requires reminder to take a break.	vm370923	Responsible Gaming
	Apr 29, 2019	23:35	Female	PP24 VIP Tables DSM Ben informed patron has played over 24hrs with 1x5hrs break and requires reminder to take a break.	ov360590	Responsible Gaming

Extract (Table B) 010419-010519

121	Apr 30, 2019	3:13		Male	PP16 PRE Machines Advised ACM Dean that [REDACTED] has been playing for 19hrs and need a reminder to take break.	cv360590	Responsible Gaming
122	Apr 30, 2019	3:15		Female	PP12 VIP Machines Playing for 13hrs and 46mins hrs with longest break of 6mins. Advised VOSM Richard to monitor and remind patron to take breaks.	cv360590	Responsible Gaming
123	Apr 30, 2019	3:17		Female	PP12 VIP Machines Playing for 12hrs with longest break of 13mins. Advised VOSM Richard to monitor and remind patron to take breaks.	cv360590	Responsible Gaming
124	Apr 30, 2019	8:55		Female	PP12 VIP Tables Advised TG ACM Mahogany Para that the patron was playing for 12 hours. TG ACM will remind patron to take substantial break.	rz034057	MIS
	Apr 30, 2019	20:37		Female	PP20 VIP Tables Informed DSM Ben that [REDACTED] has been playing for almost 24hrs and need to take a significant break.	cv360590	Responsible Gaming
125	Apr 30, 2019	10:08		Female	PP12 VIP Tables Advised TG ACM Mahogany Para that the patron had been playing for 12.5 hours. TG ACM will remind patron to take a substantial break.	rz034057	Responsible Gaming
126	Apr 30, 2019	20:59		Male	PP20 VIP Machines Played for 22 hrs with many 0 min ratings. SMS sent to VOSM to check on patron.	jc017687	Responsible Gaming
127	May 1, 2019	8:44		Male	PP16 PRE Tables TG ACM (Dean) advised [REDACTED] playing for 18hrs with no significant breaks.	fb022711	Responsible Gaming
128	May 1, 2019	12:22		Female	PP16 PRE Tables TG ACM (Chris) advised [REDACTED] playing for 17hrs with a 3.5hr break.	fb022711	Responsible Gaming
129	May 1, 2019	12:22		Female	PP16 PRE Tables TG ACM (Chris) advised [REDACTED] playing for 19hrs with 2 x 3.5hr breaks.	fb022711	Responsible Gaming
130	May 1, 2019	12:22		Male	PP16 PRE Tables TG ACM (Chris) advised [REDACTED] playing for 18hrs with no significant breaks.	fb022711	Responsible Gaming
131	May 1, 2019	14:58		Female	PP16 PRE Tables GM VOSM (Carman) advised [REDACTED] playing for 16hrs with no significant break (playing on EGMs).	fb022711	Responsible Gaming
132	May 1, 2019	19:30		Male	PP20 VIP Machines VOSM informed patron has reached 20hrs, requires substantial break.	vm370923	Responsible Gaming
133	May 1, 2019	19:40		Male	PP20 VIP Machines VOSM informed patron has reached 21hrs and requires substantial break.	vm370923	Responsible Gaming
134	May 1, 2019	20:39		Female	PP24 MGF Tables ACM could not be contacted. AM Matthew informed [REDACTED] has reached 24hrs but could not be located on table. Placed on pager.	vm370923	Responsible Gaming
135	May 1, 2019	20:51		Female	PP24 MGF Tables DSM Ben informed patron has exceeded 24hrs and requires substantial break.	vm370923	Responsible Gaming

Extract (Table B) 010419-010519

136	May 1, 2019	21:13	[REDACTED]	Male	[REDACTED]	PP20 MGF Tables ACM Gordon has been informed [REDACTED] has reached 20hrs and requires reminder to take a break.	vm370923	Responsible Gaming
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Extract (Table B) 010421-010521

Nature of Service: Observable Signs											
No.	Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
1	Apr 5,2021	2:18					Female		PP15 VIP Tables Advised Ralph patron will reached 15 hrs in 30 mins. Ralph advised will remind patron. At 2:40am; Ralph advised [REDACTED] has already been reminded. She will be departing after 4am.	bp354596	Splunk
2	Apr 5,2021	2:19					Female		PP12 VIP Tables Advised Ralph patron has reached 14 hrs. Ralph advised will remind patron.	bp354596	Splunk
	Apr 5,2021	3:19					Female		PP15 VIP Tables Ralph advised Has already been reminded earlier tonigl	bp354596	Host
3	Apr 5,2021	3:45					Male		PP12 MGF Tables Attended but patron can't be locate. Advised AM at pit 9. 13 hrs and half approx on site	bp354596	Splunk
	Apr 5,2021	5:17					Male		PP15 MGF Tables Patron alert at Table 909 again; attended but unable to locate patron. Advised AM Rick to assist to monitor if he returned, 20 mins to 15 hrs.	bp354596	Splunk
4	Apr 5,2021	6:03					Female		PP15 VIP Machines Advised VOSM Agness patron has reached 15 hrs on site. And aware of PP due to have several PP interactions with RG.	bp354596	Splunk
5	Apr 6,2021	0:44					Male		PP12 VIP Tables Advised ACM MGHY patron has reached 12 hrs and 15 mins.	bp354596	Splunk
	Apr 6,2021	2:44					Male		PP15 VIP Tables Advised Ralph patron has reached 14 hrs and 15 mins on site.	bp354596	Splunk
6	Apr 6,2021	0:44					Male		PP12 VIP Tables Advised ACM MGHY patron has reached 12 hrs and 30 mins.	bp354596	Splunk
7	Apr 6,2021	0:55					Male		PP17 PRE Machines Contacted VOSM Chau to advise [REDACTED] has reached 17 hrs with less than 5 hrs break. [REDACTED] was aware of 8 hrs break due to being spoken to by RGA on 31/03/2021. Chau will speak to [REDACTED] AT 01:09 am; VOSM advised patron was not at the machine; unable to speak to patron. RGA advised will advise if patron is back. Art 01:23 am; VOSM called to advise [REDACTED] stated he only played for 9 hrs. Advised it was not how long he play but how many hrs he has his break. Advised due to his less than 5 hrs break; he has to leave for at least 8 hrs as minimum break. VOSM stated will ask patron to leave due to reaching 18 hrs very soon. Offered that required RG attend; VOSM stated it was ok at the moment.	bp354596	Splunk
8	Apr 6,2021	2:27					Male		PP17 VIP Tables Advised Ralph patron has reached 17 hrs on site with 5 hrs and half as his longest break. At 2:35 am; Ralph advised Patron not on table. According to AM patron has departed for the night.	bp354596	Splunk

Extract (Table B) 010421-010521

9	Apr 6,2021	2:39		Male	PP15 VIP Machines Advised VOSM Chau patron has reached 15 hrs in Black Salon. Chau will have a welfare chat with patron. VOSM advised spoke to patron he was fine. He will be departing tomorrow afternoon. ANd will be heading to his room soon.	bp354596	Splunk
10	Apr 7,2021	5:45		Female	PP12 VIP Tables MGHY AM advised [REDACTED] was at 16 hours although splunk indicates 15hrs. RGA advised to notify ACM (Chris) to follow up.	pf370890	Table Games
11	Apr 10,2021	5:45		Female	PP12 MGF Tables Reminded patron to take a break from play soon @14.5hr Patron depart not long later.	BI017908	Splunk
12	Apr 12,2021	19:45		Female	PP12 VIP Machines Alert at 14 hrs and 20 mins; advised VOSM MGHY patron has reached 14 hrs and 20 mins. Patron was aware of new PP policy and 8 hrs minimum break required.	bp354596	Splunk
	Apr 12,2021	23:15		Female	PP17 VIP Machines SMS sent to VOSOM. VOSOM replied patron has been spoken to amd will be leave soon.	g014394	Responsible Gaming
13	Apr 12,2021	19:46		Male	PP12 VIP Machines Alert at 14 hrs and 20 mins; advised VOSM MGHY patron has reached 14 hrs and 20 mins. Patron was aware of new PP policy and 8 hrs minimum break required.	bp354596	Splunk
14	Apr 13,2021	1:34		Male	PP15 VIP Tables Advised Ralph patron has reached 15 hrs on site. At 1:56 am; ACM MGHY advised Patron has been spoken to and will leave soon. At 2:06 am; ACM MGHY patron has just departed.	bp354596	Splunk
15	Apr 13,2021	2:59		Female	PP12 VIP Machines Advised VOSM MGHY patron has reached 13 hrs on iste. Patron is aware of PP and 8 hrs minimum break required due to few interactions with RG.	bp354596	Splunk
16	Apr 13,2021	3:01		Male	PP12 VIP Tables Advised ACM MGHY patron has reached 12 hrs and 40 mins on site.	bp354596	Splunk
17	Apr 14,2021	0:06		Male	PP17 VIP Tables Advised by ACM MGHY patron doesn't stay in house. 5 hrs and 9 mins as his longest break. 17 hrs and 16 mins showed on site At 12:19am; ACM MGHY advised [REDACTED] is leaving now and not to return prior to 8:30am. He has stated he feels fresh after his 5 hour break but the expectations have been explained once more. Kathy in surveillance has been asked to watch the Atrium entrance as I feel he will continue un-carded in Maple.	bp354596	Table Games
18	Apr 14,2021	1:48		Female	PP12 VIP Tables Advised ACM MGHY patron has been on site for 12 hrs. At 02:02 am; ACM MGHY advised add to the watch list.	bp354596	Splunk
19	Apr 14,2021	2:29		Female	PP12 VIP Tables Advised by ACM MGHY patron has 12 hours of play according to our AM's but is looking fatigued. So advised ACM MGHY patron has just pop up on our end as 12 hrs on site with only 52 mins as her longest break.	bp354596	Table Games

Extract (Table B) 010421-010521

	Apr 14,2021	7:39		Female	PP15 VIP Tables MAH ACM advised that [REDACTED] has departed.	ju031797	Splunk
20	Apr 14,2021	2:32		Female	PP12 VIP Tables Advised ACM MGHY patron has reached 12 hrs on site.	bp354596	Splunk
21	Apr 14,2021	2:38		Male	PP12 VIP Tables Advised ACM MGHY patron has reached 12 hrs on site.	bp354596	Splunk
22	Apr 14,2021	6:01		Male	PP17 PRE Tables Advised ACM Pre patron has been on site for 17 hrs, Shoed 5 hrs and 16 mins as his longest break between 12:56 (13/04/21) to 18:16 (13/04/21).	bp354596	Splunk
23	Apr 20,2021	1:26		Female	PP12 PRE Machines RGA observed.	ov360590	Splunk
24	Apr 26,2021	19:45		Male	PP18 MGF Machines Playing for 23h40m with 5h36m longest break. Unable to locate patron.	jc017687	Responsible Gaming
25	Apr 27,2021	10:09		Female	PP15 VIP Machines SMS sent to VOSOM	gj014394	Responsible Gaming
	Apr 27,2021	12:53		Female	PP17 VIP Machines Contacted VOSM Elmer patron has reached 18 hrs in 14 mins at MGHY. VOSM will speak to patron and request her to leave for break accordingly. VOSM advised patron will be leaving by 1 pm for 8 hrs break.	bp354596	Splunk
26	Apr 30,2021	17:41		Female	PP17 VIP Tables Advised TG ACM MHG to remind patron to take a substantial break. TG ACM MHG patron staying in house and he is happy with her 5.33 min break	da027675	Splunk
	May 1,2021	0:49		Female	PP15 VIP Tables Including her 6hr break, in-house patron [REDACTED] now at 15hrs continuous play. DSM (Wind) will ask patron to take a further 6hr break shortly Webex message - Wind [REDACTED] at 14 AM. [REDACTED] has left the room, k-comment note on her account that patron not allowed return until 7.30 am, many thanks.	fb022711	Splunk
27	May 1,2021	5:37		Female	PP18 VIP Tables Advised by TG ACM [REDACTED] has done 18hrs (avoiding putting in card) and showing observable signs. I have allowed her to go eat at Margo's then must take a 24hr break. [REDACTED] to return no sooner than 6AM on 02/05/21. SYCO comment added by TG ACM; added to RGPP pager - please return to SW02 pager group.	fb022711	Splunk