

Extract (Table A)

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 3, 2019	3:49					Male		Pager Alert from pit 17 requiring assistance. TG AM Chris advised over the phone that [REDACTED] mentioned that he wanted to SE but changed his mind straight away. Chris advised that [REDACTED] is no longer at the pit, he also added that he is currently with his friends and requested to have the conversation in private if possible. [REDACTED] was added to RGLO pager.	fv031797	Table Games
2	Nov 6, 2019	13:44					Female		Informed by son [REDACTED] in NZL that [REDACTED] was banned from Sky City Casino In Auckland. He knows she is in Melbourne and he claimed she has gaming issues. [REDACTED] wants RGA to advise her to contact her son, tell her about son's concern and conduct a welfare check on her. Son's mobile in NZL is [REDACTED]. The son has contacted Interpol to search for her in Melbourne. He said she will send in a recent photo of [REDACTED] thru email. RGC email address provided. Add to RGA pager for follow up.	jc017687	Third Party
3	Apr 3, 2019	21:50					Male		TG AM Anita alerted that [REDACTED] was showing frustration signs and swearing while losing at playing BJ in pit 7. Patron had left as RGLO arrived and no contact made. No prior record with RGSC. Place on RG page for welfare check.	Bl017908	Table Games
4	Nov 18, 2019	0:31					Male		CSA Ruby called RGA after [REDACTED] was upset because he won the jackpot. [REDACTED] had history being rude towards staff. I advised Ruby to monitor [REDACTED] due to I needed to conduct self exclusions with Victoria.	gj014394	Gaming Machines
	Nov 18, 2019	1:33					Male		VOSM Carly called again asking if RGA could attend, explained that due to conducting two self exclusions we were unable to attend. [REDACTED] was very upset after he won the Jackpot, exclaiming 'I wish I didn't win, this is not good'. He was seen hitting the EGMs and asked for payout in gaming credits. Will place on pager to conduct welfare chat.	vm370923	Gaming Machines
5	Nov 22, 2019	3:55					Male		Mark at parking services informed that [REDACTED] (high action AR player) damaged the boom gate as he was angry that Central Reward could not reprint his Platinum card. CR Rebecca had given Mark a head up once patron would not go to the Riverside or Teak to get his card reprint. According to Syco comment, Rebecca wrote that patron had threatened to do this.	Bl017908	Car Parks
6	Nov 25, 2019	23:59					Male		Mark SV - informed that [REDACTED] had hit terminal G2403 with left fist and caused the lighting to go out. [REDACTED] has not been spoken to yet, will place him on pager for welfare chat.	vm370923	Surveillance
7	Nov 1, 2019	23:13					Male		TG CM Mick [REDACTED] advised that Black Card member [REDACTED] was removed from Pit 10 at 17:00 today for making threats to hit and kill another player. AM's were monitoring his behaviour before this, as he was swearing and clearly frustrated whilst playing. He left with security without incident. RG WOL to be considered.	lp025083	Table Games
8	Feb 20, 2021	6:37					Female		Informed by VOSM Li that [REDACTED] called to enquire about possible upgrade of her card membership to Gold tier. There are a number of concerns as follow: - she sounded distressed and aggressive on the phone, during the conversation, there were long pauses. - she claimed that her purse was stolen and someone else was using her card and thus the incidents of card misuse - she is earning \$60k a year but she spent \$70k in the casino in the last 6 months - she stressed that it is important for her to come back to casino and that she should be a valued client. [REDACTED] has been put on RG pager for welfare check. Advised VOSM Li will email senior management for further actions.	jc017687	Host
9	Feb 28, 2021	19:50					Male		Teak AM Sean advised that [REDACTED] was looking frustrated when losing on AR table. Patron had left the room once RGA arrived. Place on pager for welfare chat.	bl017908	Table Games
10	Mar 1, 2021	20:10					Male		TG AM Jason advised that [REDACTED] shown signs of distress and agitated when losing on the table, (teared up the card and walked off). [REDACTED] was no longer on the table, added to RGA pager to have a welfare chat.	ov360590	Table Games
11	Apr 29, 2021	9:30					Female		Responsible Gaming Interaction Form 27/04/2021. [REDACTED] has played two sessions since 17:00 last night. She had a break from 18:30 until 01:15, and is playing still at 04:30. [REDACTED] is appearing to be mildly frustrated by small situations. She was frustrated that the dealer did not remind her to play TRIPS on UTH. Other than that she is interacting with staff while playing. Placed on the pager for a chat.	nm018947	Table Games

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12	Apr 25,2021	16:05	Personal Information	Female		TG AM Alistair advised that [REDACTED] has shown sign of distress while playing in pit 16. RGA was notified but [REDACTED] has left the area before being approached. RGA attended pit 16 where TG AM Alistair pointed out [REDACTED] was the patron he concerned about. Advised Alistair that [REDACTED] is a well-known patron to RG and RGA Joseph will have a welfare chat to patron.	ov360590	Table Games
13	Apr 9,2019	14:30		Male		TG CM Michael [REDACTED] advised that [REDACTED] was seen asking other patrons for money.	lp025083	Table Games
14	Nov 12, 2019	8:41		Female		Female patron at pit 0815 who was removed for 24 hours as she was mistaken as [REDACTED]. Patron admitted to being in the casino for 24 hours. She looked dishevelled in appearance and showed fatigue.	jv031797	Responsible Gaming
15	Nov 24, 2019	5:50		Female	Personal Information	Michael from Riverside advised that [REDACTED] has been complaining about other people is using her card and has stolen her credit on many occasion, Michael asked if RGA could do a welfare chat to [REDACTED] when she is next on site. Added to RGA pager.	ov360590	Host
16	Feb 24,2021	16:02	Female		Email sent by Darren [REDACTED] (GM VIP Service Manager) with comments from host Helen [REDACTED] regarding [REDACTED]. I received below text on Sat 20th Feb. She claimed she was targeted by a group of 'crown staff gangsters' who were watching her play all the times. Once she won on TG and they would change boxes and did something to make her lose. She mentioned she used to work at Crown and knew how it operates. Today when I called her again, she mentioned she was a single mother and with four kids to feed. She is not rich and is not a millionaire. Why is Crown targeting her? She lost \$15,000 and if Crown is willing to give the money back, she can keep quiet. Otherwise she will speak to the VCGLR. She said she did the research and she saw on the news that Crown was under investigation. She asked if any senior/top management that she could speak to. Added to RGA pager for welfare chat - please return to HFI 2 pager group once completed.	fb022711	Gaming Machines	
17	Apr 26,2021	23:28	Personal Information	Male		Matilda from COMMS advised that Velvet Bar's manager [REDACTED] called regarding a male who present at Velvet bar where he has been withdraw cash several times where he has reached max withdrawal for the day. He then got agitated and stated that he has lost a lot of money. RGA attended where patron was found playing at D3505, SV Sam was notified for coverage but patron walked off via Bac. Nil contact to RGA.	ov360590	Surveillance
18	Nov 25, 2019	16:27		Male		Tom [REDACTED] requested RGOM perform a welfare check.	lp025083	Gaming Machines