

Gaming Machines Customer Enticements by FY	F16	F17	F18	F19	F20	Note
Commission	\$3.3	\$4.7	\$5.2	\$5.1	\$5.0	1
International	\$2.1	\$3.4	\$4.1	\$4.2	\$3.9	
Domestic	\$1.2	\$1.4	\$1.1	\$0.9	\$1.2	
Program Complimentary	\$5.3	\$5.8	\$6.6	\$7.3	\$5.5	2
International	\$1.7	\$1.9	\$2.6	\$3.6	\$2.8	
Domestic	\$3.6	\$3.9	\$4.0	\$3.7	\$2.7	
Non-Program Complimentary	\$8.2	\$8.2	\$10.4	\$11.9	\$9.6	3
International	\$0.0	\$0.8	\$1.1	\$2.8	\$2.9	
Domestic	\$1.4	\$2.6	\$3.1	\$5.1	\$4.3	
Local	\$6.9	\$4.9	\$6.3	\$3.9	\$2.4	
Member Room F&B	\$8.9	\$10.6	\$11.4	\$13.1	\$11.0	4
Loyalty	\$48.7	\$54.9	\$54.7	\$50.5	\$37.7	5
Marketing Allocation	\$13.3	\$15.4	\$16.2	\$16.7	\$12.8	6
Marketing Promotions	\$3.0	\$2.6	\$1.4	\$1.1	\$0.8	7
Welcome Back / Free Credits Program	\$26.0	\$23.7	\$23.4	\$23.4	\$14.9	8
Bonus Jackpots	\$12.6	\$11.2	\$11.8	\$12.8	\$8.7	9
Other	\$2.2	\$2.9	\$4.8	\$4.4	\$3.3	
Total Customer Enticements	\$131.5	\$140.0	\$145.9	\$146.3	\$109.2	

Note:

1. Rebate earned on International and Domestic Gaming Machines Program Play
2. Complimentary spend earned on International and Domestic Gaming Machines Program Play
3. Discretionary complimentary items including hotel nights, F&B, parking, transport, event tickets, golf
4. Internal charge for food, beverage and other costs of running private member rooms
5. Crown Rewards points redeemed for gaming machines credits or non-gaming items on property
6. Allocated share of events, promotions, advertising etc from centralised marketing function
7. Cost of mailouts to Crown Rewards members
8. Rewards based on Pokie Points earned during patrons previous visit
9. Based on Pokie Points earned on Gaming Machines, rewards include:
 - Carparking
 - Valet parking for Black and Platinum tier members
 - Hotel night benefits for Black and Platinum tier member
 - Dining rewards with value determined by amount of Pokie Points earned during a visit

Table Games Customer Enticements by FY	F16	F17	F18	F19	F20	Note
Commission	\$0.0	\$0.0	\$0.2	\$1.4	\$0.8	1
Program Complimentary	\$9.3	\$11.4	\$9.6	\$9.3	\$7.5	2
Non-Program Complimentary	\$10.9	\$12.0	\$12.1	\$14.3	\$10.5	3
Member Room F&B	\$7.6	\$8.6	\$8.2	\$9.0	\$7.1	4
Loyalty	\$17.2	\$17.8	\$19.2	\$21.4	\$17.0	5
Marketing Allocation	\$11.2	\$11.0	\$11.8	\$12.1	\$10.4	6
Total Customer Enticements	\$56.1	\$60.7	\$61.0	\$67.6	\$53.3	

Note:

1. Rebate earned on low front money Domestic Table Games Program Play
2. Complimentary spend earned on Complimentary only and low value front money Domestic Table Games Program Play
3. Discretionary complimentary items including hotel nights, F&B, parking, transport, event tickets, golf
4. Internal charge for food, beverage and other costs of running private member rooms
5. Crown Rewards points redeemed for gaming and/or non-gaming items on property
6. Allocated share of events, promotions, advertising etc from centralised marketing function

VIP International Table Games Customer Enticements by FY	F16	F17	F18	F19	F20	Note
Commission	\$314.3	\$204.3	\$323.0	\$197.1	\$147.2	1
Program Complimentary	\$25.5	\$10.7	\$14.2	\$8.1	\$5.6	2
Non-Program Complimentary	\$10.7	\$6.5	\$8.5	\$10.6	\$5.4	3
Member Room F&B	\$4.5	\$4.0	\$3.8	\$3.9	\$2.8	4
Loyalty	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
Marketing & Events	\$6.3	\$2.3	\$3.8	\$4.8	\$3.7	5
Long Term Incentives	\$4.9	\$0.9	\$1.9	\$2.1	\$0.8	6
Short Term Incentives	\$0.0	\$0.0	\$0.0	\$4.3	\$0.2	7
Lucky Money Payouts	\$5.9	\$2.1	\$3.9	\$2.6	\$1.0	8
Third Party Referral Payments	\$0.3	\$0.0	\$0.0	\$0.0	\$0.0	9
Total Customer Enticements	\$372.6	\$230.8	\$359.0	\$233.6	\$166.6	

Note:

1. Rebate earned on International Table Games Program Play including Junket Withholding Tax
2. Complimentary spend earned on International Table Games Program Play
3. Discretionary complimentary items including hotel nights, F&B, parking, transport, event tickets, golf which are not charged against a Program Players earned Complimentary Allowance
4. Internal charge for food, beverage and other costs of running private member rooms and salons
5. Cost of events, prizes, tickets and gifts
6. Offered to select premium players and junket operators. Plan reset annually, with lucky money issued to participants upon achieving turnover targets
7. Offered to select junket operators. Cost of Rebate/Commisison earn upon achieving monthly targets
8. Cost of providing complimentary gaming chip vouchers to patrons (patrons redeem Lucky money voucher for gaming chips)
9. Fee paid to third parties for introducing / referring new (or lapsed) customers to Crown

Domestic Table Games Customer Enticements by FY	F16	F17	F18	F19	F20	Note
Commission	\$13.3	\$20.4	\$28.5	\$22.1	\$8.0	1
Program Complimentary	\$2.7	\$3.9	\$5.0	\$4.0	\$2.1	2
Non-Program Complimentary	\$1.1	\$1.2	\$0.9	\$1.1	\$0.5	3
Member Room F&B	\$0.8	\$1.1	\$1.6	\$0.9	\$0.7	4
Loyalty	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
Marketing Allocation	\$1.2	\$1.5	\$1.3	\$1.3	\$1.0	5
Total Customer Enticements	\$19.0	\$28.2	\$37.3	\$29.5	\$12.4	

Note:

1. Rebate earned Domestic Table Games Program Play
2. Complimentary spend earned on Domestic Table Games Program Play
3. Discretionary complimentary items including hotel nights, F&B, parking, transport, event tickets, golf
4. Internal charge for food, beverage and other costs of running private member rooms
5. Allocated share of events, promotions, advertising etc from centralised marketing function