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Ms Catherine Myers
 Chief Executive Officer
 Victorian Commission for Gambling and Liquor Regulation
 Level 3, 12 Shelley Street
 RICHMOND VIC 3121

cc: Rowan Harris

By Email

Dear Ms Myers

Sixth Review of the Casino Operator and Licence (Sixth Review) - Recommendation 12 Quarterly Update

I refer to Recommendation 12 of the Sixth Review, which provides:

'The VCGLR recommends that, by 1 July 2019, Crown Melbourne expand facial recognition technology to cameras on all entrances to the casino and that Crown Melbourne provide written updates on a quarterly basis on its effectiveness to the VCGLR.'

Crown Melbourne Limited (**Crown**) wrote to you on 28 May 2019, confirming that it had completed the installation of Facial Recognition Cameras at all public entrances to the casino.

Pursuant to Recommendation 12, Crown is also to commence providing quarterly written updates to the VCGLR on the effectiveness of Facial Recognition Technology (or Neoface), which Crown undertook to provide for the first quarter (July-September 2019) from October 2019. Accordingly, attached is Crown's first Quarterly Update, providing the data captured during the reporting period.

The attached Quarterly Update demonstrates that Crown's Facial Recognition Technology has been effective during the quarter, in detecting persons who are not permitted to enter either the Casino and/or the Property. We expect that this new technology will continue to evolve and assist in strengthening our perimeter access, in identifying barred persons and ultimately our responsible gaming framework.

By way of overview we note as follows:

- Of the 679 breaches/attempted breaches detected during the quarter (committed by 518 unique persons), Neoface identified 584 of the instances or 86% of all detections.¹

¹ Crown is unable to determine how many of those breaches/attempted breaches would have been identified by staff, as Neoface is the first line of defence and has the earlier detection capability, with staff being a second line of defence. Crown does not hold data in relation to false positives.

- In comparison, there were 1067 breaches/attempted breaches (by 422 unique persons) during the prior calendar period of 1 July – 30 September 2018, pre-Neoface.



Please let me know if you would like to discuss the attached Quarterly Update or if there is any further information that can be provided to assist.

Yours sincerely

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Group General Manager – Regulatory and Compliance