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## ATTACHMENT 1

Our ref: CD/16/21327

15 September 2016

Ms Debra Tegoni  
Executive General Manager - Legal & Regulatory Services  
Crown Melbourne Limited  
8 Whiteman Street  
SOUTHBANK VIC 3006

By email: [REDACTED]

Dear Ms Tegoni

### Section 25 Fifth Casino Review - Recommendation 5

The Victorian Commission for Gambling and Liquor Regulation (the Commission) further considered Crown Melbourne Limited's (Crown) response to Recommendation 5 of the Section 25 Fifth Casino Review (the Review) at its meeting on 28 July 2016.

The decision made by the Commission was that it determined that Recommendation 5 has now been completed subject to it establishing with Crown mechanisms to undertake ongoing work with respect to the use of player data in the identification of problem gambling. To this end, and consistent with our discussions when you presented the findings of your study to the Commission on 28 April 2016, the Commission requests that:

- 1) Crown, as noted in your letter of 22 June 2016, continue to review the use of player data for persons who self-exclude, to determine whether meaningful or common themes can be identified.
- 2) A standing agenda item be included at the quarterly licence management meetings (to follow up point 1) to allow for discussion in relation to ongoing work with respect to the identification of problem gambling, through:
  - a) potential use of player data;
  - b) observable signs;
  - c) potential use of additional compliance activities; and
  - d) other initiatives implemented by Crown to proactively detect problem gambling, including enhancement to gambling staff training programs.

Please contact Jason Cremona, Manager, Licence Management and Audit on [REDACTED] or email: [REDACTED] if you wish to discuss to this matter further.

Yours sincerely

[REDACTED]  
Dr Bruce Cohen  
Chair

Cc. Michelle Fielding, General Manager Compliance  
Alex Fitzpatrick, Director, Licensing  
Steve Berriman, Director, Compliance