

Extract (Table C) 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	0:46					Male		PP24 VIP Tables ACM Sam informed patron has reached 24hrs and requires substantial break, not to return before 1am 2/04/19. Placed on pager, please return to JW.	vm370923	MIS
	Apr 20, 2019	19:00					Male		PP20 VIP Tables Advised DSM Ben to remind patron to take a substantial break.	da027675	Responsible Gaming
	Apr 20, 2019	21:45					Male		PP20 VIP Tables Advised DSM Ralph to remind patron to take a substantial break. Patron spoken to by Ralph and will leave soon.	Bl017908	Responsible Gaming
2	Apr 1, 2019	3:20					Male		PP20 VIP Tables ACM Para informed patron has reached 23.5hrs and requires substantial break	vm370923	Responsible Gaming
	Apr 10, 2019	5:12					Male		PP20 VIP Tables Local Host manager (Beck) advised [REDACTED] playing for nearly 22hrs with a single 3hr break.	fb022711	Responsible Gaming
	Apr 10, 2019	7:08					Male		PP20 VIP Tables DSM Beck to remind patron to take a substantial break.	da027675	Responsible Gaming
	Apr 17, 2019	5:00					Male		PP16 VIP Tables ACM informed patron has played for 16hrs and requires reminder to break - via text.	vm370923	Responsible Gaming
3	Apr 2, 2019	20:32					Female		PP20 VIP Tables Local Host manager (Brett) advised [REDACTED] playing for 22hrs with a single 4hr break in play.	fb022711	Responsible Gaming
	Apr 20, 2019	5:00					Female		PP12 PRE Tables Advised Maple ACM Matthew that [REDACTED] was here for 16 hours with 4hr break in play	Bl017908	Responsible Gaming
4	Apr 3, 2019	1:18					Female		PP16 VIP Tables Local Host manager (Brett) advised [REDACTED] playing for 18 hours with a single 3.5hr break.	fb022711	Responsible Gaming
	Apr 6, 2019	6:14					Female		PP12 VIP Tables Playing for 14 hrs. Mah Rm ACM Adam informed. ACM Adam replied to inform that patron has left.	jc017687	Responsible Gaming
	Apr 14, 2019	3:52					Female		PP16 VIP Tables Playing for 16hrs. Mah Rm ACM Para was informed. ACM Para will remind [REDACTED] to take substantial break.	ov360590	Responsible Gaming
	Apr 30, 2019	6:58					Female		PP16 VIP Tables A SMS message sent to ACM Mahogany (Para) to remind patron to take a break. Patron had been playing for 19.5 hours.	rz034057	Responsible Gaming
5	Apr 3, 2019	11:24					Male		PP16 VIP Machines VCSM (Tien) advised to reminder patron to take a break. [REDACTED] was playing for 18 hours.	ov360590	Responsible Gaming
	Apr 20, 2019	10:18					Male		PP16 VIP Machines VCSM (Tien) advised to reminder patron to take a break. [REDACTED] was playing for 18 hours.	ov360590	Responsible Gaming
	Apr 22, 2019	7:27					Male		PP16 VIP Machines A message sent to VOSM for a reminder patron to take a break. [REDACTED] was playing for 16 hours	gj014394	Responsible Gaming

Extract (Table C) 010419-010519

6	Apr 4, 2019	9:37		Male	PP20 MGF Tables TG ACM (Adam) advised [REDACTED] playing for over 17hrs with no significant break.	ov360590	Responsible Gaming
	Apr 8, 2019	12:36		Male	PP20 VIP Tables Local Host manager (Jaime) advised [REDACTED] playing for over 20hrs with no significant break.	fb022711	Responsible Gaming
	Apr 17, 2019	4:50		Male	PP12 VIP Tables ACM informed patron has played for 14hrs and requires reminder to break - via text.	vm370923	Responsible Gaming
	Apr 23, 2019	10:17		Male	PP20 VIP Tables Spoke to ACM (Adam) and DSM (Ben) and recommended that [REDACTED] take and 8 hour break. Staying in Hotel and had extended stay 1 night. Ben advised that [REDACTED] would take a break from GF at 10:30 and could return to the GF at 18:30. [REDACTED] put on RGLO pager.	pf370890	Responsible Gaming
	Apr 23, 2019	11:26		Male	RGLO pager alert: BA2529 Spoke to DSM (Ben) and [REDACTED] now left MGHY and returned to his room. Not to return To GF until 8pm 23/04.	pf370890	Responsible Gaming
	Apr 27, 2019	9:45		Male	PP16 VIP Tables ACM informed patron has played for 18hrs and requires reminder to break - texted Fara	ov360590	Responsible Gaming
7	Apr 4, 2019	10:02		Female	PP12 VIP Machines VOSM Tien was advised [REDACTED] playing for over 15hrs with no significant break.	ov360590	Responsible Gaming
	Apr 11, 2019	13:42		Female	PP20 VIP Machines VOSM Simon was advised [REDACTED] playing for over 21hrs with no significant break.	ov360590	Responsible Gaming
	Apr 20, 2019	15:02		Female	PP20 VIP Machines VOSM Carmen was advised [REDACTED] playing for over 20hrs with no significant break.	ov360590	Responsible Gaming
8	Apr 4, 2019	15:30		Female	PP16 VIP Tables TG ACM Adam was informed that patron has reached 18hrs and requires substantial break.	ov360590	Responsible Gaming
	Apr 14, 2019	20:34		Female	PP20 VIP Tables DSM Ralph was informed that patron has reached 23hrs and requires substantial break.	ov360590	Responsible Gaming
	Apr 17, 2019	22:11		Female	PP20 VIP Tables Local Host manager (Jaime) advised [REDACTED] playing for nearly 23hrs with no significant breaks.	fb022711	Responsible Gaming
9	Apr 4, 2019	15:33		Male	PP20 PRE Machines VOSM (Rachael) informed patron has reached 20hrs and requires substantial break.	ov360590	Responsible Gaming
	Apr 13, 2019	6:50		Male	P16 PRE Machines VOSM (Almary) informed patron has reached 17hrs and requires substantial break.	ov360590	Responsible Gaming
10	Apr 5, 2019	8:55		Female	PP20 VIP Tables DSM Ben informed patron has nearly reached 24hrs and requires substantial break.	vm370923	Responsible Gaming
	Apr 12, 2019	1:48		Female	PP20 VIP Tables DSM Ralph informed patron has nearly reached 24hrs and requires substantial break.	da027675	Responsible Gaming
	Apr 13, 2019	13:14		Female	PP20 VIP Tables DSM Ben informed patron has nearly reached 24hrs and requires substantial break.	vm370923	Responsible Gaming
	Apr 13, 2019	15:25		Female	PP24 VIP Tables DSM Ben informed [REDACTED] has been here for over 24hrs and requires substantial break. Ben was happy for [REDACTED] to continue playing with 1x 5hr and 3hr break.	vm370923	Responsible Gaming

Extract (Table C) 010419-010519

11	Apr 19, 2019	0:37	Female	PP20 VIP Tables Local Host manager (Ralph) advised [REDACTED] playing for over 22hrs with no significant breaks.	fb022711	Responsible Gaming
	Apr 6, 2019	0:25	Male	PP16 VIP Tables Advised TG ACM (Mark) that [REDACTED] has been playing for 16hrs and to remind [REDACTED] to take regular break.	ov360590	Responsible Gaming
12	Apr 6, 2019	9:40	Male	PP24 VIP Tables DSM Ben informed patron has been playing for 24hrs and requires substantial break.	vm370923	Responsible Gaming
	Apr 16, 2019	3:38	Male	PP20 VIP Tables DSM Ralph informed that [REDACTED] has been playing for 23.5hrs, requires reminder to take substantial break.	vm370923	Responsible Gaming
	Apr 6, 2019	6:05	Female	PP16 PRE Tables Playing for 16 hrs. Maple ACM Informed.	ic017687	Responsible Gaming
	Apr 14, 2019	9:49	Female	PP16 PRE Tables TG ACM (Mathrew) has been inform and will remind patron to take substantial break	gj014394	Responsible Gaming
13	Apr 14, 2019	13:51	Female	PP20 PRE Tables ACM informed patron has played for 22hrs and requires substantial break. Duncan returned call - [REDACTED] has left the room and is taking 24hr break. Placed on pager.	vm370923	Responsible Gaming
	May 1, 2019	12:22	Female	PP20 PRE Tables TG ACM (Chris) advised [REDACTED] playing for 23hrs with no significant breaks.	fb022711	Responsible Gaming
	Apr 6, 2019	18:19	Male	PP20 VIP Tables DSM Ralph informed patron has reached 22hrs and requires substantial break.	vm370923	Responsible Gaming
	Apr 29, 2019	11:42	Male	PP16 VIP Tables ACM Para informed patron has played for 19hrs and requires substantial break.	vm370923	Responsible Gaming
	Apr 6, 2019	20:19	Male	PP20 VIP Tables DSM Ross informed patron has reached 22hrs and requires substantial break. Ross called back to inform that [REDACTED] has left site.	ov360590	Responsible Gaming
14	Apr 14, 2019	8:06	Male	PP16 PRE Tables ACM Para advised that [REDACTED] has been playing for 17hrs and requires reminder to take a break.	vm370923	Responsible Gaming
	Apr 9, 2019	1:05	Female	PP12 VIP Tables Mah Rm Nicole ACM informed.	gj014394	Responsible Gaming
	Apr 9, 2019	2:51	Female	PP16 VIP Tables ACM Nicole informed that patron has played for 16hrs and requires reminder to break.	vm370923	Responsible Gaming
15	Apr 13, 2019	9:15	Female	PP20 VIP Tables DSM Beck informed patron has reached 23.5hrs and requires substantial break. Beck called back, she has asked [REDACTED] to take 24hr break - not to return before 10am on 14/04/19 Please return to KLTP pager.	vm370923	Responsible Gaming
	Apr 9, 2019	2:46	Female	PP16 PRE Tables ACM informed patron had played for 16hrs and requires reminder to break.	vm370923	Responsible Gaming
	Apr 11, 2019	13:56	Female	PP16 PRE Tables ACM informed patron had played for 19hrs and requires reminder to break.	ov360590	Responsible Gaming

Extract (Table C) 010419-010519

	Apr 29, 2019	18:46		Female	PP20 PRE Tables Advised ACM Chris that [REDACTED] has been playing for 22hrs without a significant break. ACM will remind patron to take break.	ov360590	Responsible Gaming
17	Apr 9, 2019	5:55		Male	PP16 VIP Tables AM advised patron has reached 16hrs and requires reminder to take a break.	vm370923	Responsible Gaming
	Apr 22, 2019	15:14		Male	PP16 VIP Tables ACM Teak advised patron has reached 16hrs and requires reminder to take a break.	gj014394	Responsible Gaming
16	Apr 11, 2019	17:15		Female	PP16 PRE Tables Playing for 19 hrs. SMS ACM Dean in Maple.	jc017687	Responsible Gaming
	Apr 22, 2019	10:08		Female	PP12 PRE Tables A SMS to ACM in Maple for remind patron to take a break.	gj014394	Responsible Gaming
	Apr 22, 2019	21:00		Female	PP24 PRE Tables Received a call from TG AM Grace in Pit 17 that [REDACTED] had been playing for nearly 24 hours. Grace said she wasn't in the room anymore but may be in Pit 8. Ratings were checked and at 9:30pm she would have been here for 24 hours. There was a PP12 call made this morning at 10am. JC went to Pit 8 to find [REDACTED]. Placed on PP20 pager.	nm018947	Table Games
19	Apr 10, 2019	16:32		Male	PP16 PRE Tables Advised TG ACM Mathew to remind patron to take a substantial break.	da027675	Responsible Gaming
	Apr 11, 2019	0:27		Male	PP24 VIP Tables Local Host manager (Jaime) advised [REDACTED] playing for 29hrs with a single 4hr break.	fb022711	Responsible Gaming
	Apr 12, 2019	6:41		Male	PP16 VIP Tables TG ACM Mark that patron has been playing on 18hrs and to remind patron to take a substantial break	ov360590	Responsible Gaming
20	Apr 11, 2019	7:39		Male	PP24 VIP Tables VOSM Beck was informed that he has been playing for 24hrs with 2 separated 3hrs breaks and will remind patron to take regular break.	ov360590	Responsible Gaming
	Apr 11, 2019	17:09		Male	PP24 VIP Tables Advised DSM Jaime to monitor and advise patron to take min break of 8hrs.	ov360590	Responsible Gaming
	Apr 14, 2019	9:08		Male	PP24 VIP Tables Advised Christine ACM patron on take 3 hours break during 24 hours playing period.	gj014394	Responsible Gaming
	Apr 14, 2019	9:41		Male	Christine ACM called back advising that she spoke to the patron who denied he was playing between 1 am to 3 am. Christine would take the patron's word and let him stay for playing. I replied in this case, the points from 1 am to 3 am should be voided. Christine will check it with local ACM.	gj014394	Table Games
21	Apr 11, 2019	7:44		Female	PP20 VIP Tables VOSM Beck was informed that she has been playing for almost 21hrs with no substantial breaks and will remind patron to take regular break.	ov360590	Responsible Gaming
	Apr 16, 2019	3:08		Female	PP16 VIP Tables ACM Adam informed that [REDACTED] has been playing for 16hrs, requires reminder to take a break.	vm370923	Responsible Gaming
	Apr 16, 2019	3:37		Female	Please delete.	vm370923	Responsible Gaming
22	Apr 13, 2019	2:00		Male	PP16 PRE Tables Informed ACM Adam that patron has 2 breaks total about 5 hours. Dinesh spoke with [REDACTED] and he claimed to be here for the birthday bonus. [REDACTED] will leave after the 6am before 24hours.	BD17908	Responsible Gaming

Extract (Table C) 010419-010519

23	Apr 26, 2019	4:56	Male	PP16 PRE Tables TG ACM (Bing) advised [REDACTED] playing for 16hrs with no significant breaks.	fb022711	Responsible Gaming
	Apr 13, 2019	9:29	Female	PP16 VIP Tables ACM Matthew informed patron has played for 17hrs, requires reminder to take a break.	vm370923	Responsible Gaming
	Apr 17, 2019	3:00	Female	PP16 VIP Tables Advised Bing ACM patron has played for 16hrs, requires reminder to break.	vm370923	Responsible Gaming
24	Apr 20, 2019	8:11	Female	PP16 VIP Machines GM VOSM (Simon) advised [REDACTED] playing for over 22hrs with no significant breaks.	ov360590	Responsible Gaming
	Apr 27, 2019	10:24	Female	PP24 VIP Machines Advised VOSM Simon that [REDACTED] has been onsite for more than 24hrs. Simon stated that she has left when he talked to her but her rating was active. Simon will request [REDACTED] to take immediate break.	ov360590	Responsible Gaming
25	Apr 26, 2019	19:25	Female	PP20 FRE Tables TG ACM (Kerry) advised [REDACTED] playing for 22hrs with no significant breaks.	fb022711	Responsible Gaming
	Apr 28, 2019	10:45	Female	PP20 PRE Tables TG ACM (Andrew) advised [REDACTED] playing for 20hrs with no significant breaks.	ov360590	Responsible Gaming
26	Apr 27, 2019	12:00	Female	PP24 PRE Tables [REDACTED] have had 2.4,5hrs break in the last 36hrs. TG ACM Andrew was advised and will request [REDACTED] to take substantial break. Andrew called to advised that [REDACTED] has been found and was asked to leave for 24hrs break returning no prior to 1:30pm 28/04/19.	ov360590	Responsible Gaming
	Apr 30, 2019	8:51	Female	PP16 VIP Tables Advised TG ACM Mahogany Para that the patron was playing for 18 hours. TG ACM will remind patron to take substantial break.	rz034057	Responsible Gaming

Extract (Table C) 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 3,2021	6:53					Female		PP15 VIP Tables Advised ACM MGHY Jess patron has been on site for 14 hrs nad half.	bp354596	Splunk
	Apr 5,2021	2:17					Female		PP12 VIP Tables Advised Ralph patron has reached 14hrs. Ralph advised will remind patron.	bp354596	Splunk
	Apr 5,2021	3:12					Female		PP15 VIP Tables Ralph advised Has been reminded, will depart at 530am	bp354596	Host
2	Apr 5,2021	22:53					Female		PP12 VIP Tables Advised ACM MGHY patron has reached 12 hrs on site.	bp354596	Splunk
	Apr 9,2021	11:30					Female		PP15 VIP Tables Advised Nigal ACM MGHY patron has reached 15 hrs on site.	da027675	Splunk
3	Apr 5,2021	22:54					Female		PP12 VIP Tables Advised ACM MGHY patron has reached 12 hrs on site.	bp354596	Splunk
	Apr 6,2021	1:54					Female		PP15 VIP Tables Ralph advised Spoken to patron and she will be departing at 430am	bp354596	Host
	Apr 9,2021	11:28					Female		PP15 VIP Tables Advised Nigal ACM MGHY patron has reached 15 hrs on site.	da027675	Splunk
4	Apr 6,2021	2:45					Female		PP12 VIP Tables Advised Ralph patron has reached 13 hrs 50 mins on site.	bp354596	Splunk
	Apr 6,2021	4:35					Female		PP15 VIP Tables ACM MGHY Jess advised ██████'s looking good and very alert. She is aware of her play period and will depart prior to 6am. At 5:38 am; ACM MGHY advsied patron has departed. No rating.	bp354596	Table Games
	Apr 14,2021	0:55					Female		PP12 VIP Tables Advised ACM MGHY patron has been onsite for 12 hrs. At 02:02 am; ACM MGHY advised add to the watch list.	bp354596	Splunk
	Apr 14,2021	4:42					Female		PP15 VIP Tables Advised by ACM MGHY patron has been spoken to.	bp354596	Table Games
	Apr 14,2021	5:59					Female		PP17 VIP Tables Advised ACM MGHY patron has reached 17 hrs and 10 mins on site. At 6:30 am; MAH ACM advised that ██████ has departed.	bp354596	Splunk
5	Apr 6,2021	3:53					Female		PP15 VIP Tables Advised ACM MGHY patron has reached 16 hrs on site. At 04:07 am; ACM MGHY Jess advised ██████'s feeling a little tired, but is waiting for the train. I have encouraged her to leave as soon as the trains start and advised her she must depart before 5:30am. At 5:38 am; ACM MGHY advsied patron has departed. No rating.	bp354596	Splunk
	Apr 9,2021	11:28					Female		PP15 VIP Tables Advised Nigal ACM MGHY patron has reached 15 hrs on site.	da027675	Splunk

Extract (Table C) 010421-010521

	Apr 9,2021	13:15		Female	PP17 VIP Tables Advised Jason ACM MGHY patron has reached 17 hrs on site. Later Jason replied spoke she left immediately.	da027675	Splunk
6	Apr 6,2021	5:54		Male	PP12 VIP Machines Alert at 14 hrs; advised VOSM patron has reached 14 hrs and was aware of new PP policy; last interaction with RGA last month.	bp354596	Splunk
	Apr 25,2021	2:16		Male	PP17 VIP Machines VOSM Chau advised of [REDACTED] length of play. Chau advised shortly that [REDACTED] has been spoken to and will be leaving at 3 am.	iv031797	Splunk
	Apr 26,2021	8:41		Male	PPBR VIP Machines Break: 04:46-08:29 26/04 Staying in house Vosm Phone 2 10:21 AM [REDACTED] carded out at 10:17 Vosm Phone 2 10:08 AM [REDACTED] is leaving at 10:30 I will confirm this at the time RGA spoke to VOSM(Simon) [REDACTED] staying in house returned from 4 hour break at 0830 26/04, Simon to advise Advised VOSOM to request [REDACTED] for taking 24 hrs break due to over 18 hrs playing in casino.	gj014394	Splunk
7	Apr 9,2021	12:49		Male	PP17 VIP Tables Advised TG ACM Nigal to remind patron to take a substantial break.	da027675	Splunk
	Apr 9,2021	13:51		Male	PP18 VIP Tables Advised TG ACM Jason to remind patron to take a substantial break, also advised that patron is on site for an 18hrs 15Min. with 4hrs 18 min break	da027675	Splunk
	Apr 11,2021	9:40		Male	PP18 VIP Tables Advised ACM MGHY patron has been aware of PP policy and minimum 8 hrs break required. However, he came back too early with only 5 hrs nad 59 mins as his longest break. Awaited the confirmation from ACM that patron stay in house or not for this time. Alert at 19 hrs and half on site. At 9:56 am; Host Wind advised they will have a conversation with patron. At 10:34 am; Wind advised [REDACTED] has left the room for a substantial break.	BP354596	Splunk
	Apr 14,2021	1:27		Male	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
	Apr 14,2021	4:41		Male	PP15 VIP Tables Advised by ACM MGHY patron has been spoken to. At 6:30 am; MAH ACM advised that [REDACTED] has departed.	bp354596	Table Games
	Apr 18,2021	10:33		Male	PP15 Pre Tables SMS sent to ACM. Called ACM (Sam) advsied 8 hour break required	gj014394	Responsible Gaming
	Apr 20,2021	14:00		Male	PP15 VIP Tables Advised MAH ACM Tan of [REDACTED] length of play. Tan advised shortly that [REDACTED] is no longer in Mahogany room.	iv031797	Splunk
	Apr 24,2021	5:59		Male	PP15 VIP Tables Texted TG ACM to advise [REDACTED] playing for 16hrs.	fb022711	Splunk
	Apr 24,2021	6:26		Male	PP17 VIP Tables VDSM beck was notified and will have a chat to patron. Beck replied that [REDACTED] seem to has left the room but she will keep monitor.	ov360590	Splunk

Extract (Table C) 010421-010521

8	Apr 19, 2021	7:33	[REDACTED]	Female	[REDACTED]	PP12 PRE Tables Teak TG AM Brendan called to inform that [REDACTED] has been playing for 12 hrs. He has reminded patron to take break.	jc017687	Table Games
	Apr 24, 2021	8:23	[REDACTED]	Female	[REDACTED]	PP12 PRE Tables Observed [REDACTED] in Teak, TG ACM Deb was notified of [REDACTED] hours and wil monitor.	ov360590	Splunk
	Apr 24, 2021	12:02	[REDACTED]	Female	[REDACTED]	PP15 PRE Tables TG ACM Premium 2 11:57 AM [REDACTED] will be leaving by 14:00.	ov360590	Splunk
	Apr 24, 2021	12:53	[REDACTED]	Female	[REDACTED]	PP17 PRE Tables Advised TG ACM to remind [REDACTED] to take a break soon as she will be over 18hrs at 2pm.	ov360590	Splunk
	Apr 24, 2021	13:00	[REDACTED]	Female	[REDACTED]	PP17 PRE Table Patron left soon after.	jc017687	Splunk