

From: Michelle Fielding
Sent: Fri, 26 Jun 2020 19:23:00 +1000
To: [REDACTED]
Cc: Sonja
 Bauer; [REDACTED]
Subject: RE: Further follow-up questions re Sixth Casino Review rec.s 7 & 8. [CM-COMP.FID19053]

Hi Rowan

Please see our responses to your queries below.

Regards

Michelle Fielding | Group General Manager – Regulatory and Compliance | Crown Resorts Limited

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www.crownmelbourne.com.au

From: Rowan Harris <[REDACTED]>
Sent: Wednesday, 24 June 2020 6:17 PM
To: Michelle Fielding <[REDACTED]>
Cc: Sonja Bauer <[REDACTED]>; Jason Cremona
 <[REDACTED]>; Steve Thurston <[REDACTED]>
Subject: Further follow-up questions re Sixth Casino Review rec.s 7 & 8.

Hi Michelle

My telephone message earlier today was to follow up on me mentioning on Monday that the VCGLR has some further follow-up questions in relation to recommendations 7 and 8 (and request in relation to recommendation 8) to inform the Commission paper on these recommendations. We trust that they will not require too much work. Please rest assured Crown's responses will be used strictly for internal VCGLR use and will **not** be shared with the VRGF.

Recommendation 7:

- How are observable signs used in conjunction with player data analytics tools (Crown Model and Play Periods Monitoring)? Do they work independently or together?
 The Crown Model periodic report provides the RG team with a list of names of loyalty members who may benefit from a Responsible Gaming interaction; the RGAs then check those names against the Responsible Gaming Register to confirm whether there have been previous interactions, which will include interactions that have been initiated from observable signs. Additionally, the Play Periods Monitoring tool will alert staff when a loyalty member reaches certain length of play parameters, which will trigger a review of the patron for any observable signs (and then interaction or other intervention as appropriate). As well as these two data analytics tools working in conjunction with observable signs in these ways, the tools and observable signs can also work independently of each other (for example, the Crown Model may identify someone for a

Responsible Gaming interaction, who has not previously come to the notice of Crown staff through observable signs).

- a) Do player data analytics tools (Crown Model and Player Periods Monitoring) inform the use of observable signs? We understand RGAs use observable signs on the gaming floor as usual practice to identify patrons at risk of harm in the first instance. However, where a patron is identified for 'special attention' as a result of the seriousness of their observable signs, does the RGA also use player data analytics tools (i.e. the RGA requests Crown Model and Play Periods information) for confirmation of problematic behavior?, and
Yes, the Crown Model and Play Periods Monitoring provide support for which patrons may benefit from a Responsible Gaming interaction, which will commence with the review of observable signs. Yes additionally, where observable signs initiate an interaction as you describe, the RGAs will review the Register (which includes information from the Crown Model and Play Periods) before approaching.
- b) Conversely, do observable signs inform the use of player data analytics? If so, how? (for example, does an RGA look for the observable signs before approaching a patron identified by player data analytics).
Yes, as noted at 1. above, observable signs do inform the use of data analytics in both pre and post approach, as well as when providing feedback for the continuous development of the data analytics tool. RGAs will respond to observable signs at times without the time to review a customer's history (if any is available).

Recommendation 8:

Play Periods Monitoring

1. Does the RSG Splunk Dashboard v2.0 (Play Periods Monitoring) operate **continuously** 24/7 for identification of players at risk of harm?
Yes, this tool operates continuously for 24/7 identification.
2. How long does it take for the RSG Splunk Dashboard v2.0 to identify a patron in the lead up to the 12 hour mark and provide notification to an RGA's phone? (i.e. the moment the patron reaches the threshold and the moment an RGA receives an alert on their phone).
The RG Splunk Dashboard 'runs' continuously and when time parameters are reached, the RGA is alerted on the RGA phone for the RGA to take action as appropriate.
3. The VCGLR requests a copy of Prof. Alex Blaszczyński's report (referred to on page 5 of Crown's submission), including what was requested from him (i.e. terms of reference and scope)
Thanks for your time on the phone earlier today Rowan, as discussed, we are continuing to review this request (as the expert's report was commissioned under Legal Professional Privilege).

Would it be at all possible to have Crown's responses by COB this Friday. Happy to discuss.

Regards

Rowan Harris | Principal Major Licence Officer | Licence Management and Audit
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