

**From:** Nic Emery  
**Sent:** Thu, 22 Apr 2021 11:08:05 +1000  
**To:** Joe Scaringi  
**Subject:** RE: Promo/Jackpot/Offer process maps

Great. Thanks mate.

This covers it well. Do you have workfront process docs separately or is this the same?

Cheers,

Nic.

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**From:** Joe Scaringi <[REDACTED]>  
**Sent:** Thursday, 22 April 2021 11:01 AM  
**To:** Nic Emery <[REDACTED]>  
**Subject:** FW: Promo/Jackpot/Offer process maps  
**Importance:** High

Hi Nic

As requested, here are the process maps for the promo/offers from Joses.

This includes pre and post the change of having RG as a fixed part of the process rather than just ss a referred part of the process.

I'm getting a plan sent through for events as well.

Thanks

**JOE SCARINGI**  
GENERAL MANAGER MARKETING – MELBOURNE & SYDNEY



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**From:** Joses Teo  
**Sent:** Thursday, 22 April 2021 10:40 AM  
**To:** Joe Scaringi  
**Subject:** Promo/Jackpot/Offer process maps  
**Importance:** High

Hi Joe,

Pls see attached Process Maps for Promos/Jackpots/Offer.

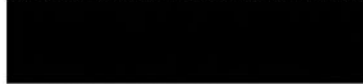
The old version from 2019 was what was submitted to the Audit back then.

The latest version was updated following our discussions with Sonja/RG in Oct 2020 and incorporates the change that RG would be consulted up front in tandem with the Legal/Compliance check-in that the team do (rather than historically awaiting Legal's discretion and advice for us to consult RG depending on the type of offer/promo). Additionally, the other change reflected in this update was articulating the UAT process with IT – which has always happened, but is now called out as an actual step in the process.

Let me know if this is all ok?

Cheers,

**JOSES TEO**  
**HEAD OF MARKETING, GAMING | CROWN RESORTS**



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