



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Nature of Service: Observable Signs										
Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 1, 2019	5:30			RGC Female	Unknown	Female		Please delete entry.	vm370923	Responsible Gaming
Apr 1, 2019	5:31					Female	Pers	Woke up [redacted] who was sleeping on chairs outside of MGHY room, said she was waiting for her friend. Advised her to go for a walk or get a drink, to which she agreed. Returned 5 minutes later to find her still sleeping. She woke as I approached and I advised her to move on. Patron agreed and left. Checked with SV later and patron had not returned.	vm370923	Responsible Gaming
Apr 1, 2019	7:13	Per		RGC Male	Unknown	Male		While canvassing observed unknown senior citizen was sleeping in high limits D bank room. Woke him up. He was apologetic and said that he is leaving soon waiting for his wife, had no gambling issue.	da027675	Responsible Gaming
Apr 2, 2019	4:57					Male		GM CSA Rebecca advised that she woke up [redacted] four times and seemed to ignore her. [redacted] stated that he was waiting to access public transport at 5 am. Advised him to get up and have a bit of fresh air outside and that public transport will be available in a few minutes. [redacted] claimed that he does not have any gambling issues. RGSC services and availability were explained and RGSC card accepted. [redacted] exited the gaming floor via Lucky Chan's entry.	jv031797	Gaming Machines
Apr 3, 2019	2:55	Per		RGC Female	Unknown	Female	Pers	Observed elderly Asian female asleep in ground-floor Food Court, approached and woke, advising female to go home. Surveillance contacted to monitor, female left complex shortly after.	fb022711	Responsible Gaming
Apr 3, 2019	3:49					Male		Pager Alert from pit 17 requiring assistance. TG AM Chris advised over the phone that [redacted] mentioned that he wanted to SE but changed his mind straight away. Chris advised that [redacted] is no longer at the pit, he also added that he is currently with his friends and requested to have the conversation in private if possible. [redacted] was added to RGLO pager.	jv031797	Table Games
Apr 3, 2019	8:27					Male		Patron was found asleep in the car at basement car park. Advised patron sleeping in the car is unacceptable, RG services explained and business card issued.	ov360590	Responsible Gaming
Apr 3, 2019	8:34					Male		Patron was found asleep in the car at basement car park. Advised patron sleeping in the car is unacceptable, RG services explained and business card issued.	ov360590	Responsible Gaming
Apr 3, 2019	8:35					Female		Patron was found asleep in the car at basement car park. Advised patron sleeping in the car is unacceptable, RG services explained and business card issued.	ov360590	Responsible Gaming
Apr 3, 2019	8:40					Male		Patron was found asleep in the car at basement car park. Advised patron sleeping in the car is unacceptable, patron has no ID or Driver Lisence and given RGLO his name [redacted] and [redacted] RG services explained and business card issued.	ov360590	Responsible Gaming
Apr 3, 2019	21:50					Male		TG AM Anita alerted that [redacted] was showing frustration signs and swearing while losing at playing BJ in pit 7. Patron had left as RGLO arrived and no contact made. No prior record with RGSC. Place on RG page for welfare check.	BI017908	Table Games
Apr 4, 2019	4:50					Male		Abdul from Car Park notified a patron unable to pay his parking fees due to lost money in casino. RGLO attended with SSO 114. [redacted] stated that he was here with his family and he gave his wallet to his Mrs but they went home. Due to that I don't have money to pay but I'll come in next few days and pay. [redacted] also stated had no gambling issue. RG services offered business card is accepted by [redacted]	da027675	Car Parks
Apr 5, 2019	0:40	Personal		RGC Female	Unknown	Female	Personal	While canvassing observed female patron sleeping on the chair N bank EGM. Woke her up and advised her to have a water/ coffee or walk around. Offer her RGSC services. Female patron left immediately after being spoken to.	da027675	Responsible Gaming
Apr 5, 2019	7:50	Personal		RGC Female	Unknown	Female	Personal	AM Scott from Pit 9 called RGLO and informed us that there was a lady who had been crying at the roulette table. I approached and asked to speak with her on a dead table. Patron stated that it was not gaming related and it was a personal issue, although she did not want to disclose what it was. I encouraged her to take a break from gambling and go home, she said that her friend did not want to go home just yet. Patron said she was okay and thanked us for our concern. RGLO and Scott will continue to monitor throughout the morning.	vm370923	Table Games
Apr 5, 2019	10:29					Female		I observed [redacted] showing some observable signs in Maple Room. Chris AM also confirmed she has been playing since starting morning shift. I advised [redacted] to take a break. Meanwhile, I told [redacted] to change her behaviour for not playing too long. She will face a WOL issued according to Leon.	gj014394	Responsible Gaming
Apr 6, 2019	6:40	Personal		RGC Male	Unknown	Male		Observed a male sleeping at D0306 while canvassing on gaming floor. The patron was waken up and advised to go home for a rest. Surveillance and SSO 48 advised.	gj014394	Responsible Gaming
Apr 6, 2019	10:11	Personal		RGC Male	Unknown	Male		Received a call from Scott AM advised that a male patron had fallen asleep in pit 12. I attended and observable patron for 5 minutes before approaching him. The patron was intoxicated, he was sitting at BA1212 without playing but showing some observable signs. The patron was from Irish and has been drinking for the whole night. I introduced myself and advised him to go home. The patron left gaming floor immediately. Paul SV advised covering the footage	gj014394	Table Games

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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 6, 2019	19:10					Male		RGLO have noticed [redacted] playing around pit 12 for 2 days in a roll and was wearing the same attire. SV was notified where I approached to have a chat to [redacted] he claimed that he has gone home to rest and came back around midday and that he certainly did wear the same clothing. RG services offered and advised to take regular break during play.	ov360590	Responsible Gaming
Apr 7, 2019	7:52	Personal Info		RGC Male	Unknown	Male		Observed caucasian male asleep on ground next to parking terminal on B1; advised Security, who woke male and escorted off property.	fb022711	Responsible Gaming
Apr 8, 2019	9:02			RGC Female	Unknown	Female	Pers	Observed middle-aged Asian female at Pit 8 with her eyes closed at a live table; approached and suggested she have a water/coffee and walk around. Female agreed; pointed her out to TG staff to continue monitoring.	fb022711	Responsible Gaming
Apr 8, 2019	10:14					Male		Spoke to [redacted] as I had seen him last week in the same clothes. [redacted] said he was fine and was just waiting for a friend. [redacted] became quite nervous when I asked him for his card, "I haven't done anything wrong have I?" RGLO replied "no, I'm just making sure you're OK?" [redacted] said thank you but he was all good. [redacted] Declined RGSC card.	pf370890	Responsible Gaming
Apr 9, 2019	8:00	Per		Responsible Gaming	DOR	Male	Pers	RGA Dinesh Join Opto Car Park run with Tim from SIU	ov360590	Responsible Gaming
Apr 9, 2019	8:16					Male		Patron was found asleep in the car at basement car park. Advised patron sleeping in the car is unacceptable, RG services explained. Warning was issued by Tim SIU	da027675	Responsible Gaming
Apr 9, 2019	8:21					Male		Patron was found asleep in the car at basement car park. Advised patron sleeping in the car is unacceptable, RG services explained. Warning was issued by Tim SIU	da027675	Responsible Gaming
Apr 9, 2019	8:22					Male		Patron was found asleep in the car at basement car park. Advised patron sleeping in the car is unacceptable, RG services explained. Warning was issued by Tim SIU	da027675	Responsible Gaming
Apr 9, 2019	11:30					Female		SSM Wayne rang advising that the cleaner found [redacted] sleeping in the toilet outside the Mahogany room. She had lost about \$51K this trip and her last hotel booking on the 31st March. [redacted] has 2 comments about her sleeping in the lounge as well as the toilet near The waiting room in the last couple day as well as use it to refresh herself. [redacted] claimed that a friend will bring her money in. DSM Ben and Host Tina organised the room for her and she must stay off the gaming floor until 19:00 tonight. [redacted] aka [redacted] claimed that her gaming is in control and did not required any assistance. She has no plan to go back interstate yet. Suggested that she must have a place to stay otherwise DSM Ben will recommended a welfare WOL. SV rang Wayne that patron immediately enter the gaming floor near the Maple room. Her friend gave her about \$500 chips. Organised Dealer to explain that she must stay off the gaming floor and have a proper sleep. Patron left immediately.	BI017908	Security
Apr 9, 2019	14:30					Male		TG CM Michael [redacted] advised that [redacted] was seen asking other patrons for money.	ip025083	Table Games
Apr 9, 2019	23:34	Pers		RGC Male	Unknown	Male		Observed an middle-aged male patron thumping an EGM forcefully. Patron advised he couldn't retrieve his \$1 coin that got stuck in the machine. Advised patron not to hit EGM's and ask for assistance instead. GM CSA Alida came and assisted the patron.	iv031797	Responsible Gaming
Apr 10, 2019	0:28					Male		Security advised that [redacted] was found sleeping in his vehicle in B2. [redacted] had also caused damage to another vehicle.	ip025083	Security
Apr 10, 2019	1:37					Female		Observed [redacted] at R32 playing uncarded; she was not showing any observable signs. Advised Riverside SE (Aron) to monitor for Play Periods and possible observable signs.	fb022711	Responsible Gaming
Apr 10, 2019	1:55					Male		TG AM (Alma) approached RGLO at Pit 16; [redacted] had disagreed with the outcome of a game and had lodged a complaint. After [redacted] had left area, TG AM pointed out female believed to be [redacted] partner; she claimed that [redacted] had been "kicked out" of Mahogany for RSA and was upset because his father's funeral had taken place that day. Observed as Security approached [redacted] in Pit 17; RGLO then advised that [redacted] showed no signs of RSA and was upset because of his father's death and the "domestic situation" with his partner. [redacted] claimed to not have any gambling problems; subsequently observed [redacted] in Pit 17 for several minutes and he appeared alert.	fb022711	Table Games
Apr 10, 2019	9:32					Female		As per my investigation I found out that Chris ACM maple asked [redacted] to leave at 3:00 AM. & not to return earlier than 11:00 AM but she never went home which she admitted. Patron requested to take a 24 Hrs break. After consultation with ACM Sally Maple & Glen poker Room and RGLO not to return before 08.00 AM 10/04/19.	da027675	Responsible Gaming
Apr 10, 2019	17:20	Per		RGC Male	Unknown	Male		Bobo informed me that there is an unknown male was sleeping near to our office. Called the COMMS security came. Male wake up and walked away without any interaction.	da027675	Responsible Gaming

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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 11, 2019	5:17	Personal Information		RGC Male	Unknown	Male		Unidentified Asian male found asleep in F9804. Woke patron up. He said that he's waiting for his friends. Suggested him to go for a walk, have a drink of water, coffee, etc. Patron left soon after. Coverage provided by Lauren (SV)	jv031797	Responsible Gaming
Apr 14, 2019	19:25			RGC Female	Unknown	Female	Pers	Approached a female patron in pit 12 where I have seen her around since yesterday wearing the same clothing, she claimed that she stayed over at her friend's place for the weekend and like to play by herself in pit 12 where it quiet. Play period and RG services explained.	ov360590	Responsible Gaming
Apr 16, 2019	4:30			RGC Male	Unknown	Male		Unknown male found sleeping in E-bank, approached and asked her to go home or take a break. Patron said he is waiting for the train and will be leaving soon.	vm370923	Responsible Gaming
Apr 16, 2019	5:35			RGC Female	Unknown	Female	Pers	Observed patron sleeping at table in the Maple room. Approached and asked her to go home, patron agreed and left shortly after.	vm370923	Responsible Gaming
Apr 17, 2019	13:06				Female			While canvassing AM from pit 16 advised me that according to their staff member [redacted] is wearing same clothes from last 2 days. Observed [redacted] She was showing observable signs Asked SV for coverage. According to [redacted] she is staying in CT and came back to floor 2 hrs earlier she admitted that last night she stayed long period of time in casino without sufficient break. Advised her take a minimum 8 hrs break which she agreed and said she is going back to her room with in 1hrs. She is sharing the room with her friend. TG AM informed the situation and asked him please observed her.	da027675	Responsible Gaming
Apr 17, 2019	17:39				Female			Table games AM Vera informed that [redacted] has BO and the dealer had notices she wears the same clothing in the last few days. EGM AM Melissa assisted with interpreting. Patron claimed that she was only here from 10 am this morning, but was staying in the hotel last Saturday. She was asked to take a break and came back 24hrs later. No issue with her gaming.	BI017908	Table Games
Apr 18, 2019	12:00				Male			RGOC Bobo advised that [redacted] was animated while playing on the EGM F Bank, he was standing and waving his arms about. I spoke with patron who is standing and he claimed to lose about \$1000 today, patron claimed to be within his control.	BI017908	Responsible Gaming
Apr 18, 2019	14:40	Personal Information		RGC Male	Unknown	Male		While canvassing I saw an unknown senior citizen was sleeping near to west end. Wake him up. He was apologetic and said that he is leaving soon waiting for his friend, had no gambling issue. Advised him to have a water/coffee or go for walk.	da027675	Responsible Gaming
Apr 19, 2019	2:37	Personal Information		RGC Male	Unknown	Male		Observed Caucasian male in Food Court acting erratically and approaching patrons, invading their personal space and becoming verbally aggressive. COMMS (Greg) contacted for assistance, Security monitored male as he walked away towards Riverwalk.	fb022711	Responsible Gaming
Apr 20, 2019	2:00				Male			Teak room reception phoned that [redacted] is sleeping in smoking balcony, RGA attended. According to [redacted] he is waiting for someone [redacted] refused to talk & fell sleep again. SSO #75 wake him up and [redacted] replied that he is waiting for someone who took his phone. Josh SSM arrived and they escorted out him via Atrium exit.	da027675	Gaming Machines
Apr 20, 2019	7:31				Male			Albi from Teak called to advise that he sighted [redacted] was on site and upon checking SYCO he was playing at P/bank, RGLO attended together with VOSM Tien to request [redacted] to take additional break.	ov360590	Gaming Machines
Apr 20, 2019	7:40				Male			OV received a call from Albi in Teak that [redacted] was back on the gaming floor after he was found sleeping and was asked to leave. JC and I attended and I made first contact with [redacted] I introduced myself and explained to him that he must take a substantial break from the gaming floor as he was sleeping. [redacted] said he wasn't asked to take a break and denied RGA Brendan speaking with him. His excuse for staying was that he is waiting for his mobile phone to be returned by a patron unknown to him. [redacted] said his phone was being charged in Teak and a Teak Host handed his phone to the wrong patron. He said he is going to stay till he finds the patron that has his phone. I spoke with VOSOM Tien and he said that [redacted] gave the pin to the charging machine to his friend and he took the phone. Tien has the friend's details and has given him 24 hours to return the phone or further action will be taken. [redacted] story is different to Tien's. [redacted] ordered breakfast and I asked him to finish his food and then	nm018947	Gaming Machines
Apr 20, 2019	7:50				Male			[redacted] was seen dosing off on the GM Plat Rm couch while waiting for his meal. RGA directed [redacted] to take a 24 hrs break. He has finished his meal and is texting on his mobile phone at the time. He said he will leave soon after. VOSM Tien informed. Tien will check on [redacted] in 10 mins. If [redacted] is still in the room, Tien will ask him to leave.	jc017687	Host
Apr 20, 2019	10:06				Male			Informed by Steve in SV that [redacted] was found dosing off at F bank high limit area. RGLO attended and observed [redacted] looking very tired playing on EGM. He said he will be leaving soon after the \$1.50 of balance is used up on the machine. He claimed to be in control of his gaming. RGSC services offered and business card issued.	jc017687	Surveillance
Apr 21, 2019	3:15	Personal Information		RGC Female	Unknown	Female	Pers	TG AM Chris in pit 16 informed that unknown uncarded player tend to stay too long and was looking fatigue. He had called RSA to assess as well. RSA arrived to speak and patron and her boyfriend went up to the room. Patron was unidentified.	BI017908	Table Games
Apr 21, 2019	15:45				Female			Abdul from parking services advised that a female patron had been spending too much time at the multi-level carpark stairs and might be homeless. RGA attended and met with SSO #191. RGA had a conversation with a female who stated her name was [redacted] and she is a backpacker from Italy. She claimed staying at the hostel in St Kilda and uses Crown for free Wi-Fi. SSO stated she was asking people for money, but [redacted] denied this saying she never asked anyone for money. RGA explained expectations and unacceptable behaviour and outline that the patron is more than welcomed to use the facilities at the complex but cannot lay down on the floor and sleep under the stairs. SSO instructed the patron to leave for 24 hours. Patron did not have any ID on request, and RGA explained the conditions of entry. Patron stated she does not gamble and have no problem.	rz034057	Car Parks



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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 24, 2019	10:30	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Male	[Redacted]	VSE (Steven) advised that [Redacted] had been woken up from a deep sleep in Teak smoking Terrace on 24/04.	pf370890	Gaming Machines
Apr 26, 2019	3:45					Male	[Redacted]	Pager Alert RGLO required at table 0705; AM (Jake) advised that unknown male had said "he had lost a lot of money and should have gone home hours ago." I requested coverage from SV (Brian) and approached unknown male, he said he was ok and didn't engage in any further conversation. As I was leaving he cashed in another 5K. I asked AM (Jake) to ask unknown male if he had a card, his reply was "no." Jake will continue to monitor.	pf370890	Table Games
Apr 27, 2019	0:45	Personal	[Redacted]	RGC Female	Unknown	Female	Pers	Observed an unidentified female patron asleep at F3301. She woke up before I could wake her up, and said that she is waiting for her sister. Advised patron that sleeping in the casino is not allowed and to go for a walk, have a drink of coffee, tea or water. Patron agreed and walked off.	ju031797	Responsible Gaming
Apr 27, 2019	8:45	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Female	[Redacted]	Sighted [Redacted] on the GF at West End after refused entry at food court by MSS Security, MSS SSO advised me that he has witness her being removed many times due to begged for money. Matthew from SV was notified when I did a welfare check, she got very argumentative and agitated claiming that it was all lie and questioned "how do I know who you are and who you claimed you are, you might be lying to me" I showed her my ID and she stated that I might be lying about my identity and my ID could be fake, she got very paranoid and stated that if she has a choice then she choose to leave.	ov360590	Responsible Gaming
Apr 27, 2019	16:16					Male	[Redacted]	Informed by Tony in SV that [Redacted] was behaving erratically when playing on EGM C0707. Asked [Redacted] to press the button gently and he complies. He said he normally come in and have a full day of play then takes several days off from casino. He claimed to be in control of his gaming. RGSC business card issued.	jc017687	Surveillance
Apr 28, 2019	2:24					Female	[Redacted]	Maple TG AM Kapil informed that [Redacted] (VIP1) was playing uncarded but is showing fatigue signs. Observed patron yawning but alert. Informed ACM Adam and advised patron to go back to the hotel room to take 8 hours break. Kapil will keep an eye on her.	BIQ17908	Table Games
Apr 28, 2019	2:32	Personal	[Redacted]	RGC Male	Unknown	Male	[Redacted]	While canvassing I saw an unknown senior citizen was sleeping at D-bank high limit area. Wake him up. He was apologetic and said that he is leaving soon waiting for his friend, had no gambling issue. Advised him to have a water/coffee or go for walk.	da027675	Responsible Gaming
Apr 28, 2019	4:20	Information	[Redacted]	RGC Male	Unknown	Male	[Redacted]	While canvassing I saw a young Asian male was sleeping at D-bank high limit area. Wake him up. He was apologetic and said that he is leaving soon, had no gambling issue. Advised him to have a water/coffee or go for walk.	da027675	Responsible Gaming
Apr 28, 2019	4:52	[Redacted]	[Redacted]	RGC Male	Unknown	Male	[Redacted]	While canvassing observed unknown senior citizen was sleeping in high limits A bank room. Wake him up. He was apologetic and said that he is leaving soon waiting for his wife, had no gambling issue.	da027675	Responsible Gaming
Apr 29, 2019	21:37	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Male	[Redacted]	Informed by GM Senior Ops Darren Hildred that a male patron was seen sleeping in C bank machines. RGA attended and found [Redacted] sleeping at the machine. RGA woke [Redacted] up and directed him to go home to rest. He left the area immediately.	jc017687	Gaming Machines
Apr 30, 2019	4:30	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Male	[Redacted]	TG AM from pit 12 called to advised that [Redacted] was falling asleep on the table. With SV coverage I approached [Redacted] to do a welfare check, [Redacted] claimed that he just got here and was still a bit sleepy, advised [Redacted] to go for a walk and have some coffee to freshen up and [Redacted] agreed.	ov360590	Responsible Gaming
May 1, 2019	2:40	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Male	[Redacted]	Received call from Vegas Bar Manager HD Alana that [Redacted] were seen wearing the same clothings for some days. RGLO then approached with SV coverage and talked to all three patrons. Advised all three to freshen themselves up and have change of clothing before coming to casino. They claimed to in control of their gambling. [Redacted] and [Redacted] show no observable signs and they will stay until 4am. [Redacted] was falling asleep and was asked to left. He left soon after. RGC services offered and business card issued.	jc017687	Responsible Gaming
May 1, 2019	4:39	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Female	[Redacted]	RGA walked passed pit 24 and saw [Redacted] playing on RT245023 looking tired. Oanh conducted a welfare check of [Redacted]. She said she will be leaving soon.	jc017687	Responsible Gaming
May 1, 2019	5:51	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Female	[Redacted]	Informed by TG AM in pit 12 that [Redacted] was seen playing on BA1212 looking very tired. RGA attended and observed [Redacted] closing off at the table and unable to keep her eyes open. RGA talked to [Redacted] on a dead table and directed her to go home to a proper rest. She went to Main cage to cash in her chips and was escorted out thru Mings. She claimed to be in control of her gambling and walked off briskfully. After checking [Redacted] ratings, she started playing at 18:25 last night and she stopped swapping her card just before 12 midnight even though she continued to play thru the night as confirmed by TG AM.	jc017687	Table Games
May 1, 2019	8:28	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Male	[Redacted]	Patron was found asleep in his car with a male friend. Lorraine (SIU) and I advised patron that sleeping in the car is unacceptable. RGC services explained.	ju031797	Responsible Gaming
May 1, 2019	10:07	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Male	[Redacted]	RGA pager alert: Table 1221 required RGA. AM advised; that [Redacted] had been telling the dealer that he was "losing his entire pension." RGA spoke to [Redacted] and he said he was ok and didn't have any gambling issues. There were no observable signs; [Redacted] said he would be going home soon. Declined RGC BC.	pf370890	Table Games
May 1, 2019	12:33	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Male	[Redacted]	Observed [Redacted] hit EGM E4509 hard. Advised him to refrain from doing it as it is unacceptable and that he would be liable if the machine breaks. Explained [Redacted] of RGC services. Advised GM CSA to monitor.	ju031797	Responsible Gaming



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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
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 1, 2019	3:20					Male		PP20 VIP Tables ACM Para informed patron has reached 23.5hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 1, 2019	3:23					Female		PP20 MGF Tables Called AM to see if patron was at table. AM advised that rating had been left open and patron was not at the table.	vm370923	Responsible Gaming
Apr 1, 2019	3:42					Female		PP16 MGF Machines Approached patron and spoke about play periods. Patron is aware and keeping track of her hours of play. GM Shivdeep informed.	vm370923	Responsible Gaming
Apr 1, 2019	5:32					Male		PP16 VIP Tables AM Judy informed [REDACTED] has played for 18hrs and requires reminder to take break.	vm370923	Responsible Gaming
Apr 1, 2019	7:52					Female		PP16 MGF Machines Advised Nicholas Riversid Executive to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 1, 2019	9:36					Female		PP12 MGF Machines Advised Vicky Riversid Executive to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 1, 2019	9:38					Male		PP20 VIP Tables Advised TG AM Vicky to remind patron to take a substantial break."	da027675	Responsible Gaming
Apr 1, 2019	10:42					Female		PP16 PRE Tables Advised TG ACM Bing to remind patron to take a substantial break. [REDACTED] playing for long period of time without an adequate break.	da027675	Responsible Gaming
Apr 1, 2019	13:36					Male		PP20 MGF Machines Dinesh advised [REDACTED] to take an adequate break at RV45503. [REDACTED] promised to go home with in 15min. Lian Riverside Executive translate for me.	da027675	Responsible Gaming
Apr 1, 2019	17:20					Male		PP20 VIP Tables	da027675	Responsible Gaming



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								Advised TG ACM MHG Andy to remind patron to take a substantial break. Andy TG ACM MHG advised me that the patron already left.		
Apr 1, 2019	18:36					Male		PP24 VIP Tables Local Host manager (Brett) advised [REDACTED] playing for over 24hrs with no significant break.	fb022711	Responsible Gaming
Apr 1, 2019	20:33					Female		PP16 PRE Machines GM VOSM (Sav) advised [REDACTED] playing for over 19hrs with no significant breaks.	fb022711	Responsible Gaming
Apr 1, 2019	21:51					Female		PP20 MGF Machines Spoke to [REDACTED] and asked her to take a substantial break [REDACTED] said she would be going in the next 30mins.	pf370890	Responsible Gaming
Apr 1, 2019	23:15					Male		PP16hrs VIP Tables Advised TG ACM Chris to remind patron to take a substantial break	da027675	Responsible Gaming
Apr 2, 2019	1:33					Female		PP24 PRE Machines GM VOSM (Sav) advised [REDACTED] still on-site in Teak Room; advised he approached [REDACTED] and asked her to leave.	fb022711	Gaming Machines
Apr 2, 2019	5:52					Male		PP20 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for nearly 24hrs with no significant breaks.	fb022711	Responsible Gaming
Apr 2, 2019	8:50					Male		PP16 MGF Machines Advised GM AM West to remind patron to take a substantial break	da027675	Responsible Gaming
Apr 2, 2019	9:08					Male		PP16 VIP Machines Advised Team Manager GM to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 2, 2019	9:10					Female		PP16 MGF Machines Advised GM AM East to remind patron to take a substantial break	da027675	Responsible Gaming
Apr 2, 2019	12:40					Female		PP16 MGF Machines Spoke with [REDACTED] @ Dbank, she's waiting for her husband to pick her up later. Informed VOSM Rachel.	BI017908	Responsible Gaming
Apr 2, 2019	13:34					Male		PP12 MGF Machines Advised Teak Manager GM to remind patron to take a substantial break	da027675	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
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 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 3, 2019	5:02					Male		PP24 MGF Machines Approached [REDACTED] while playing at E8501 and advised him that he has to leave as he has been in the casino for over 24 hours. [REDACTED] replied, "This is f_c__n wrong! Call your manager!" Advised him that it won't be the manager that I have to call but security if he refuses to leave. He then said that he still has a few tries on the birthday bonus promo. He began mumbling showing gestures that he is not leaving and when I said, "Ok, I'll have to call security now." He then grumpily got out of his seat and headed towards the west end. When he reached the food court entry, I directed [REDACTED] to go out through that entry and he waved his TITO ticket expressing that he wanted to cash it in, then threw his CR card towards my direction and said, "Here, you can f_c__n have it!" He cashed in his TITO ticket at Vegas cashier and headed off the gaming floor via West End entry. System showed that [REDACTED] redeemed his first Birthday Bonus at 8:30 am on 02/04. Patron has been requested to take a	jv031797	Responsible Gaming
Apr 3, 2019	5:37					Female		PP16 VIP Tables Local Host manager (Jaime) advised [REDACTED] playing for nearly 18hrs with no significant breaks.	fb022711	Responsible Gaming
Apr 3, 2019	9:36					Female		PP16 VIP Tables Mah Rm ACM Adam is talking to [REDACTED] at the time.	jc017687	Responsible Gaming
Apr 3, 2019	9:42					Male		PP16 MGF Tables Central ACM Ducan has been informed to remind patron to take break.	jc017687	Responsible Gaming
Apr 3, 2019	10:12					Female		PP16 VIP Tables Mah Rm ACM Adam informed by SMS. She did have 4h40m break this morning.	jc017687	Responsible Gaming
Apr 3, 2019	10:13					Female		PP16 VIP Tables Mah Rm ACM Adam informed by SMS.	jc017687	Responsible Gaming
Apr 3, 2019	10:19					Female		PP16 PRE Tables Maple Rm ACM Bing informed by SMS.	jc017687	Responsible Gaming
Apr 3, 2019	10:31					Female		PP12 MGF Machines RGLO attended and talked to [REDACTED]. She acknowledged to have been playing all through last night. She will be leaving soon. She claimed to be in control of her gambling.	jc017687	Responsible Gaming
Apr 3, 2019	11:18					Female		PP16 PRE Tables	ov360590	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								Informed ACM (Dean) that patron has played for 18hrs, ACM will remind patron to take a substantial break.		
Apr 3, 2019	11:24					Male		PP16 VIP Machines VOSM (Tien) advised to reminder patron to take a break. [redacted] was playing for 18 hours.	ov360590	Responsible Gaming
Apr 3, 2019	11:36					Female		PP16 VIP Tables TG ACM (Para) advised to remind patron to take a break. [redacted] was playing for 18 hours.	ov360590	Responsible Gaming
Apr 3, 2019	11:43					Female		PP12 MGF Machines 18 hrs. GM West was advised and will remind patron to take breaks.	ov360590	Responsible Gaming
Apr 3, 2019	14:54					Female		PP16 VIP Machines Advised VOSM that [redacted] has been playing for over 19hrs with no break, VOSM to remind [redacted] to take a substantial break.	ov360590	Responsible Gaming
Apr 3, 2019	14:59					Female		PP16 VIP Machines Advised VOSM that [redacted] has been playing for over 19hrs with no break, VOSM to remind [redacted] to take a substantial break.	ov360590	Responsible Gaming
Apr 3, 2019	15:06					Male		PP12 MGF Tables Played for 15 hrs, TG ACM Nigel was notified and will remind patron to take break. Nigel called back to informed that patron has left the table.	ov360590	Responsible Gaming
Apr 3, 2019	15:10					Male		PP24 MGF Tables Played for 24 hrs with 1.4,5hrs break, RGLO advised [redacted] to take an 8hrs break.	ov360590	Responsible Gaming
Apr 3, 2019	17:00					Male		PP24 MGF Tables [redacted] was found playing in pit 22. He initially refused to swipe his card and was playing uncarded but AM put his card number into ATOM. RGLO attended and directed him to take 24 hr break. Not to return before 5pm 4/4/2019. Level 1 ACM Dave informed.	jc017687	Responsible Gaming
Apr 3, 2019	19:35					Male		PP12 PRE Tables Spoke with Teak Acting ACM AJ about [redacted] play period.	BI017908	Responsible Gaming
Apr 3, 2019	23:29					Female		PP12 MGF Machines Advised GM AM West Mellisa to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 4, 2019	0:29					Female		PP16 PRE Machines Advised VOSM Sav to remind [redacted] to take a substantial break.	da027675	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 4, 2019	0:38					Male		PP16 PRE Machines Advised VOSM Sav to remind [redacted] to take a substantial break.	da027675	Responsible Gaming
Apr 4, 2019	6:49					Female		PP16 VIP Tables ACM (Adam) was informed patron had reached 16hrs requires reminder to take break.	ov360590	Responsible Gaming
Apr 4, 2019	6:49					Male		PP12 VIP Machines Advised Mah ACM Bing to remind [redacted] to take a substantial break.	ov360590	Responsible Gaming
Apr 4, 2019	6:58					Male		PP12 VIP Machines Advised Mah ACM Adam to remind [redacted] to take a substantial break.	ov360590	Responsible Gaming
Apr 4, 2019	7:05					Male		PP12 VIP Machines Advised Mah ACM Bing to remind [redacted] to take a substantial break.	ov360590	Responsible Gaming
Apr 4, 2019	7:07					Male		PP12 PRE Tables Advised Mah ACM Bing to remind [redacted] to take a substantial break.	ov360590	Responsible Gaming
Apr 4, 2019	7:10					Female		PP16 VIP Tables Mah Rm ACM Adam informed. Patorn is reaching 20 hrs. She just came back from 3.5 hr break. ACM Adam will make assessment.	jc017687	Responsible Gaming
Apr 4, 2019	7:23					Male		PP12 PRE Tables TG ACM Bing was advised and will remind [redacted] to take substantial break.	ov360590	Responsible Gaming
Apr 4, 2019	8:31					Male		PP16 MGF Tables Playing for 20 hrs. RGLO attended and talked to [redacted] He said he will be leaving in 30 mins. GM AM Tash informed.	jc017687	Responsible Gaming
Apr 4, 2019	8:41					Male		PP16 PRE Tables Advised TG AM Bing to remind patron to take a substantial break.*	ov360590	Responsible Gaming
Apr 4, 2019	9:16					Female		PP16 MGF Tables Playing for 18 hours. RGLO attended and advised her to take breaks. She said she is feeling fine and will be leaving before 2pm (at 23 hr mrak).	jc017687	Responsible Gaming
Apr 4, 2019	9:37					Male		PP20 MGF	ov360590	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
2019								Tables TG ACM (Adam) advised [REDACTED] playing for over 17hrs with no significant break.		
Apr 4, 2019	9:40	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP20 MGF Tables VOSM Tien advised [REDACTED] playing for over 19hrs with a 3hrs break.	ov360590	Responsible Gaming
Apr 4, 2019	10:02	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP12 VIP Machines VOSM Tien was advised [REDACTED] playing for over 15hrs with no significant break.	ov360590	Responsible Gaming
Apr 4, 2019	10:10	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 MGF Tables RGLO approached to advise [REDACTED] that she has been playing for 16hrs with no significant break. Advised [REDACTED] to have an adequate break where she stated that she will be leaving soon.	ov360590	Responsible Gaming
Apr 4, 2019	10:37	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables TG ACM (Adam) advised [REDACTED] playing for almost 19hrs with no significant break.	ov360590	Responsible Gaming
Apr 4, 2019	10:43	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables DSM Jaime was informed [REDACTED] is reaching 24 hrs with 1 3.5 hr break. Jaime advised that she is leaving at 7pm today but will require her to take additional break.	ov360590	Responsible Gaming
Apr 4, 2019	10:43	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 PRE Tables Mapel ACM bing informed to remind patron to take breaks.	jc017687	Responsible Gaming
Apr 4, 2019	11:35	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP16 MGF Machines RGLO approached [REDACTED] at the West End FATG to inform [REDACTED] about his play period, [REDACTED] show signs at fatigue and very slow. Advised [REDACTED] to go home to have a good rest, he left immediately.	ov360590	Responsible Gaming
Apr 4, 2019	15:30	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables TG ACM Adam was informed that patron has reached 18hrs and requires substantial break.	ov360590	Responsible Gaming
Apr 4, 2019	15:33	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP20 PRE Machines VOSM (Rachael) informed patron has reached 20hrs and requires substantial break.	ov360590	Responsible Gaming
Apr 4, 2019	15:45	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP20 PRE Tables RGLO approached [REDACTED] to advise him about play period, he stated that he is aware that he has been in for a long time and will be leaving after he finished his drink. ACM Matthew was informed.	ov360590	Responsible Gaming
Apr 4, 2019	15:56	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP24 PRE	ov360590	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
2019								Tables [REDACTED] has been playing for 26hrs with 1 4hrs break, RGLO requested [REDACTED] to take 24hrs break not to return before 4:00am on 05/04/2019.		
Apr 4, 2019	16:06	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP20 PRE Tables RGLO attended and she claimed to be not in control of her gambling and she is chasing after losses. RG strategies explained. RGSC services offered and business card issued. She said she will be leaving in 30 mins.	jc017687	Responsible Gaming
Apr 4, 2019	21:30	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP20 VIP Tables Advised DSM Ralph to remind patron to take a substantial break.The break she had earlier not sufficient.	da027675	Responsible Gaming
Apr 4, 2019	21:45	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP20 VIP Tables Advised TG ACM Adam to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 5, 2019	1:15	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP12 MGF Tables Advised [REDACTED] of her time, patron said that she is aware of it and will leave in a few hours. Record indicated that [REDACTED] had interaction with RGSC on 30/1/19 for staying too long and was quite distressed. Informed EGM AM Russ.	BI017908	Responsible Gaming
Apr 5, 2019	3:00	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP12 PRE Tables Alert Teak ACM Bing about [REDACTED] play period.	BI017908	Responsible Gaming
Apr 5, 2019	6:00	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP12 MGF Machines Spoke with [REDACTED] at F Bank and patron will leave soon for the airport. Informed VSOM Sav.	BI017908	Responsible Gaming
Apr 5, 2019	6:15	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP16 VIP Tables VOSM Sav to remind patron to take a substantial break	da027675	Responsible Gaming
Apr 5, 2019	6:17	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP12 VIP Tables VOSM Sav to remind patron to take a substantial break	da027675	Responsible Gaming
Apr 5, 2019	8:55	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP20 VIP Tables DSM Ben informed patron has nearly reached 24hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 5, 2019	15:10	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP20 PRE Tables Informed ACM Matthew that patron has been playing for 22hrs and requires reminder to take a break.	vm370923	Responsible Gaming
Apr 5, 2019	15:12	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP20 PRE Tables DSM uncontactable. Informed ACM Matthew that patron has been playing for 21hrs and requires reminder to take a break.	vm370923	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 5, 2019	15:15					Female		PP20 PRE Tables DSM uncontactable. Informed ACM Matthew that patron has been playing for 20hrs and requires reminder to take a break.	vm370923	Responsible Gaming
Apr 5, 2019	16:24					Male		PP24 VIP Machines VOSM Richard informed patron has reached 24hrs and requires substantial break. Richard said he will speak with patron.	vm370923	Responsible Gaming
Apr 5, 2019	19:25					Male		PP24 PRE Machines RGLO attended to ask [REDACTED] to take a 24 break. Teak Mgr Richard attended to act as Polish interpreter. After some persuasion, RGLO and Teak Mgr walked [REDACTED] to West taxi rank to go home. On the way he cashed in his three tickets at TITO machine. Directed him to listen to advice from staff member and any further rebellious behaviour may result in WOL. [REDACTED] claimed to be in control of his gambling. RGSC business card issued.	jc017687	Responsible Gaming
Apr 5, 2019	22:14					Male		PP16 PRE Machines Informed GM VOSM that [REDACTED] has been playing for 19hrs and to remind [REDACTED] to take regular breaks.	ov360590	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
Apr 6, 2019	2:30					Male		PP16 MGF Machines RGLO attended and talked to [REDACTED]. He said he will be leaving in 4 hr time. Advised to keep gambling under control and do not chase after losses.	jc017687	Responsible Gaming
Apr 6, 2019	2:48					Male		PP12 VIP Machines VOSM Allison was informed and will remind [REDACTED] to take regular break.	ov360590	Responsible Gaming
Apr 6, 2019	3:10					Male		PP24 MGF Tables RGLO approached [REDACTED] to advise him to take an 8hrs break as it was reaching the 24hrs play period. Play period and 8hrs min break explained and added to PP20 to monitor.	ov360590	Responsible Gaming
Apr 6, 2019	3:19					Female		PP16 PRE Machines Advised VOSM Allison to remind [REDACTED] to take a substantial break.	ov360590	Responsible Gaming
Apr 6, 2019	3:24					Female		PP16 PRE Tables TG ACM Matthew was informed that [REDACTED] has been playing for almost 17hrs and to remind patron to take substantial break.	ov360590	Responsible Gaming
Apr 6, 2019	3:35					Male		PP24 VIP Tables Advised DSM Ben that [REDACTED] had been playing for 24hrs with 1x4hrs break earlier but required an additional break.	ov360590	Responsible Gaming
Apr	4:01					Male		PP12	ov360590	Responsible



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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
6, 2019								VIP Tables TG ACM (Adam) was informed that [REDACTED] has been playing for 15hrs and to remind patron to take substantial break.		Gaming
Apr 6, 2019	5:05	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 MGF Tables Playing for 18 hrs. RGLO talked to [REDACTED]. She claimed to be in control with his gaming. She will be leaving in 30 mins. Central ACM informed.	jc017687	Responsible Gaming
Apr 6, 2019	5:51	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP12 VIP Machines Playing for 15.5 hrs. RGLO attended and talked to [REDACTED] and her female friend. She claimed to be in control of her gambling. They are staying in CT. They will be retreating to the hotel soon. Crown policy of Play Period informed. RGSC services offered and business card issued. GM AM Russ informed.	jc017687	Responsible Gaming
Apr 6, 2019	6:03	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 MGF Tables Advised TG ACM Debb that [REDACTED] has been playing for almost 18hrs without a substantial break. Debb will remind patron to take regular break.	ov360590	Responsible Gaming
Apr 6, 2019	6:05	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 PRE Tables Playing for 16 hrs. Maple ACM Informed.	jc017687	Responsible Gaming
Apr 6, 2019	6:14	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	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 6, 2019	6:16	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	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 6, 2019	6:26	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP12 VIP Machines Playing for 14 hrs. RGLO talked to [REDACTED] and she said she will be leaving soon. GM AM Calista informed.	jc017687	Responsible Gaming
Apr 6, 2019	9:35	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP20 VIP Tables DSM Ben informed patron has reached 21hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 6, 2019	9:40	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP24 VIP Tables DSM Ben informed patron has been playing for 24hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 6, 2019	9:40	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP16 VIP Machines Tien informed patron has reached 16hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 6, 2019	10:48	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP16 VIP Tables	gj014394	Responsible Gaming



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								TG ACM (Christine) informed and will advise [redacted] to take regular break.		
Apr 6, 2019	18:02	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP24 VIP Machines VOSM Abdi informed patron has reached 24hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 6, 2019	18:19	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP20 VIP Tables DSM Ralph informed patron has reached 22hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 6, 2019	18:19	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP24 VIP Tables Victoria informed DSM Ralph that [redacted] has been playing for 24 hrs and only had a 4.5 break. Ralph later reply with SMS informing [redacted] has left Mah Rm.	jc017687	Responsible Gaming
Apr 6, 2019	18:25	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP24 VIP Tables ACM Steve informed patron has played for 24hrs and requires a substantial break. Added to Pager, return to JW.	vm370923	Responsible Gaming
Apr 6, 2019	18:31	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP16 VIP Tables ACM Steve informed patron has reached 19hrs and requires reminder to take a break.	vm370923	Responsible Gaming
Apr 6, 2019	18:45	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP24 MGF Tables Pager alert that [redacted] was in pit 10/15. RGLO attended but [redacted] has left the table, upon confirming with Ralph, he stated that [redacted] is waiting for his drive and will be leaving to the airport shortly.	ov360590	Responsible Gaming
Apr 6, 2019	19:27	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP20 VIP Tables DSM Ralph was informed patron has reaching 23hrs and requires reminder to take a break.	ov360590	Responsible Gaming
Apr 6, 2019	19:30	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP20 MGF Tables RGLO approached [redacted] to remind patron to take a substantial break after constuted with DSM Ralph. [redacted] stated that he will be leaving prior to 24hrs. TG ACM Adnan was advised.	ov360590	Responsible Gaming
Apr 6, 2019	20:19	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	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
Apr 6, 2019	20:31	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP16 MGF Machines Approached patron and spoke about play periods. Patron is aware and keeping track of her hours of play. GM West informed.	ov360590	Responsible Gaming
Apr 6, 2019	20:56	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP16 PRE Tables Playing for 18hrs. Maple ACM Andrew was informed to remind patron to take regular break.	ov360590	Responsible Gaming



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 6, 2019	21:16					Female		PP20 VIP Machines VOSM was informed patron has reached 24hrs, she did have a 5.5hrs break and requires a reminder to take a substantial break. VOSM will remind patron min substantial break is 8hrs	ov360590	Responsible Gaming
Apr 7, 2019	0:01					Female		PP12 PRE Tables Maple ACM Andrew was informed.	ov360590	Responsible Gaming
Apr 7, 2019	0:06					Male		PP20 PRE Machines [REDACTED] reached 23hrs and requires reminder to take break. RGLO approaching A0708 to advise [REDACTED] to take his break where I found his card and patrons on A0709 and A0707 advised RGLO that he just bolted out a couple of mins ago.	ov360590	Responsible Gaming
Apr 7, 2019	1:27					Female		PP20 PRE Tables [REDACTED] is reaching 24hrs. Maple ACM Andrew was informed to remind patron to take regular break. Andrew advised that [REDACTED] promise she will be leaving prior to 24hrs.	ov360590	Responsible Gaming
Apr 7, 2019	2:15					Male		PP20 MGF Tables [REDACTED] has been playing for 20hrs with a 5.5hrs break. RGLO advised of min 8hrs break requirement and 24hrs play period. [REDACTED] stated that he should be leaving soon and is now aware of play period.	ov360590	Responsible Gaming
Apr 7, 2019	4:33					Female		PP16 VIP Machines VOSM Carly was informed and will remind [REDACTED] to take substantial break.	ov360590	Responsible Gaming
Apr 7, 2019	4:38					Female		PP16 VIP Machines VOSM Carly was informed and will remind [REDACTED] to take substantial break.	ov360590	Responsible Gaming
Apr 7, 2019	4:50					Male		PP16 VIP Machines VOSM Carly was informed and will remind [REDACTED] to take substantial break.	ov360590	Responsible Gaming
Apr 7, 2019	4:52					Male		PP16 VIP Machines VOSM Carly was informed and will remind [REDACTED] to take substantial break.	ov360590	Responsible Gaming
Apr 7, 2019	7:09					Male		PP16 PRE Machines Advised VOSM Tien to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 7, 2019	7:16					Male		PP16 MGF Machines Advised VOSM Tien to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming

RESPONSIBLE GAMING
NATURE OF SERVICE REPORT Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 7, 2019	7:21					Female		PP12 PRE Machines Advised VOSM Tien to remind [REDACTED] to take a substantial break. Tienn advised shortly that [REDACTED] has left.	jv031797	Responsible Gaming
Apr 7, 2019	7:28					Male		PP12 VIP Machines Advised VOSM Tien to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 7, 2019	7:33					Male		PP16 VIP Machines Advised VOSM Tien to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 7, 2019	7:37					Male		PP20 VIP Tables Advised DSM Ben to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 7, 2019	7:44					Male		PP12 VIP Tables Advised Pit ACM Para to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 7, 2019	7:49					Female		PP20 VIP Tables Advised DSM Ben to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 7, 2019	7:52					Male		PP16 PRE Machines Advised VOSM Tien to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 7, 2019	11:19					Female		PP20 PRE Tables Advised DSM Ben to remind [REDACTED] to take a substantial break. Ben called shortly that [REDACTED] was no longer at the table and an OK for RGLO to approach. [REDACTED] was placed on PP20 pager.	jv031797	Responsible Gaming
Apr 7, 2019	11:23					Male		PP12 MGF Machines Advised VOSM Tien to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 7, 2019	12:55					Female		PP16 VIP Tables TG ACM (Steve) advised [REDACTED] playing for 19hrs with no significant break.	fb022711	Responsible Gaming
Apr 7, 2019	14:21					Female		PP20 MGF Machines Approached [REDACTED] while playing at R1001 and reminded her to take a substantial break. [REDACTED] agreed; she did not show any observable signs. Riverside RM Andrea was informed. Ben (SV) provided coverage.	jv031797	Responsible Gaming
Apr 7, 2019	14:27					Male		PP12 MGF	jv031797	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
2019								Machines Approached [redacted] while playing at C1307 and reminded him to take adequate breaks. [redacted] agreed; he did not show any observable signs. Ben (SV) provided coverage.		
Apr 7, 2019	14:32					Female		PP16 PRE Tables TG ACM (Chris) advised [redacted] playing for 16hrs with no significant break.	fb022711	Responsible Gaming
Apr 7, 2019	14:58					Female		PP16 MGF Machines Approached [redacted] while playing at F8606. [redacted] stated that she gets annoyed when staff comes up to her to talk about her play periods. She stated that she makes sure that she does not reach 24 hours of play and she gets her 8 hours of sleep regularly. Expectations when it comes to PP were explained to [redacted]. She understood and said that she respects our job. [redacted] did not show any observable signs. Coverage provided by Ben (SV).	jv031797	Responsible Gaming
Apr 7, 2019	22:34					Female		PP20 VIP Machines VOSM Carly informed patron had played for 22hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 8, 2019	4:11					Female		PP16 MGF Machines Approached patron and talked about play periods. [redacted] said she will leave very soon. VOSM Carly informed.	vm370923	Responsible Gaming
Apr 8, 2019	4:15					Male		PP16 VIP Machines VOSM Carly informed patron has played for 17hrs and requires reminder to break.	vm370923	Responsible Gaming
Apr 8, 2019	4:33					Female		PP16 MGF Tables RGL unable to locate patron, to talk about play periods. ACM Para informed.	vm370923	Responsible Gaming
Apr 8, 2019	7:22					Male		PP20 VIP Machines GM VOSM (Simon) advised [redacted] playing for 20hrs with no significant break.	fb022711	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 8, 2019	13:25					Female		PP20 VIP Machines GM VOSM (Carman) advised [redacted] playing for 20hrs with no significant break.	fb022711	Responsible Gaming
Apr 8, 2019	23:23					Male		PP12 VIP Tables ACM Nicole informed patron has reached 15hrs and requires reminder to take a break.	vm370923	Responsible Gaming
Apr 9,	1:05					Female		PP12 VIP	gj014394	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
2019								Tables Mah Rm Nicole ACM informed.		
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 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
Apr 9, 2019	3:15					Male		PP24 MGF Tables Asked patron to take a 24hr break, wrote return date and time upon RGSC card and issued to [REDACTED] (as patron is deaf). Patron left immediately. AM Scott informed.	vm370923	Responsible Gaming
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 9, 2019	9:15					Female		PP16 PRE Tables Alert Maple ACM Christian.	BI017908	Responsible Gaming
Apr 9, 2019	11:20					Male		PP16 MGF Machines Spoke with [REDACTED] at D bank, he claimed that he had left Crown but advised that a couple hours is not adequate and he needed to take a break soon. Informed EGM AM Calista.	BI017908	Responsible Gaming
Apr 9, 2019	12:02					Female		PP24 VIP Machines Advised Simon VOSM to remind patron to take a substantial break. VOSM was busy in other duty. RGLO went and advised [REDACTED] to take a substantial break soon. [REDACTED] replied that she was here long because of birthday bonus points.	da027675	Responsible Gaming
Apr 9, 2019	13:00					Male		PP20 MGF Machines Advised GM East to remind patron to take a substantial break. Due to GM Manager was busy in other duties. RGLO went and advised [REDACTED] to take substantial break.	da027675	Responsible Gaming
Apr 9, 2019	19:12					Female		Observed [REDACTED] in Pit 8, AMS said she had been in the room since 12pm 09/04. Maple will monitor [REDACTED]	pf370890	Responsible Gaming
Apr 9, 2019	19:50					Female		PP20 PRE Tables Advised DSM Ross to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 10, 2019	1:21					Female		Observed [REDACTED] in pit 8 at 1pm, spoke to ACM (Chris) and he said that he had spoken to her tonight about her length of play when she was in Maple and if there wasn't an improvement, Chris would be recommending a WOL.	pf370890	Table Games
Apr 10, 2019	5:11					Female		PP16 VIP	fb022711	Responsible Gaming

RESPONSIBLE GAMING
NATURE OF SERVICE REPORT Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
2019								Tables Local Host manager (Beck) advised [redacted] playing for 19hrs with no significant break.		
Apr 10, 2019	5:12	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	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	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP20 VIP Tables DSM Beck to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 10, 2019	10:06	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP16 PRE Tables Advised TG ACM Sally to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 10, 2019	12:00	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	Kath in Riverside advised that Aaron during morning shift had passed on that [redacted] was wearing the same clothes from yesterday and should take a break around midday. Due to [redacted] playing uncarded ratings and time unverified. [redacted] claimed that she is staying with friends [redacted] and his wife in the hotel. Advised [redacted] that she had not left for a substantial sleep and should considered having a long break soon. [redacted] will leave with the friends after some lunch. Passed onto the Riverside team to monitor. Patron should not be back before 22:00pm 10/4/19.	BI017908	Gaming Machines
Apr 10, 2019	12:15	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP16 MGF Tables Informed DSM Beck and have a conversation with [redacted] in pit 6 regarding her taking break in play. She claimed that she had been home but it was not adequate. Patron will leave soon.	BI017908	Responsible Gaming
Apr 10, 2019	12:26	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP20 PRE Tables Advised TG ACM Mathew to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 10, 2019	16:00	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP20 PREM Tables Advised DSM AB that [redacted] is still here playing in pit 17. Andrew will advised her to take another break.	BI017908	Responsible Gaming
Apr 10, 2019	16:32	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP16 PRE Tables Advised TG ACM Mathew to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 10, 2019	20:42	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP24 VIP Tables Local Host manager (Jaime) advised [redacted] playing for nearly 48hrs with 2hr and 3.5hr breaks. Added to PP20 pager - please return to LD pager group.	fb022711	Responsible Gaming
Apr 11, 2019	0:27	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP24 VIP Tables Local Host manager (Jaime) advised [redacted] playing for 29hrs with a single 4hr break.	fb022711	Responsible Gaming
Apr 11, 2019	1:00	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP24 VIP Tables Main Cage (Allan) advised [redacted] wanted to cash in \$9500 to chips. Cage staff saw RGLO comment in Syco Live had to have a 24 hour break. Have spoken to [redacted] with Viet translator	pf370890	Cage & Count

RESPONSIBLE GAMING
NATURE OF SERVICE REPORT
 Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								to confirm that [REDACTED] was not allowed to return to gaming floor till 1pm 12/04/19.		
Apr 11, 2019	4:03	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP20 VIP Machines GM VOSM (Alison) advised [REDACTED] playing for 22hrs with a single 4hr break.	fb022711	Responsible Gaming
Apr 11, 2019	5:11	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP24 VIP Tables Notification on pager of [REDACTED] playing in Mahogany. Advised Local Host manager (Beck) that [REDACTED] spoken to twice, and now on-site for 56hrs; and that [REDACTED] needs to take 24hr break starting from current conversation.	fb022711	Responsible Gaming
Apr 11, 2019	7:29	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables ACM Mark was informed and will remind patron to take regular break.	ov360590	Responsible Gaming
Apr 11, 2019	7:39	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	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	7:44	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	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 11, 2019	7:50	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP16 PRE Tables TG ACM Bing was informed will remind patron to take regular break.	ov360590	Responsible Gaming
Apr 11, 2019	7:51	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 PRE Tables TG ACM Bing was informed will remind patron to take regular break.	ov360590	Responsible Gaming
Apr 11, 2019	7:54	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP12 PRE Tables TG ACM Bing was informed will remind patron to take regular break.	ov360590	Responsible Gaming
Apr 11, 2019	7:55	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP12 PRE Tables TG ACM Bing was informed will remind patron to take regular break.	ov360590	Responsible Gaming
Apr 11, 2019	9:44	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP20 MGF Tables Oanh called to inform that she has talked to [REDACTED] Patron will leave before 12 noon before the 24 hr mark is reached. TG AM Pas will monitor and remind patron before noon. TG ACM Ducan informed.	jc017687	Responsible Gaming
Apr 11, 2019	9:46	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP20 MGF Tables Oanh called to inform that she has talked to [REDACTED] Patron will leave before 12 noon before the 24 hr mark is reached. TG AM Pas will monitor and remind patron before noon. TG	jc017687	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								ACM Ducan informed.		
Apr 11, 2019	13:40					Male		PP16 MGF Tables TG ACM Dean was avised and will remind [redacted] to take substantial break.	ov360590	Responsible Gaming
Apr 11, 2019	13:42					Female		PP20 VIP Machines VOSM Simon was avised [redacted] playing for over 21hrs with no significant break.	ov360590	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
Apr 11, 2019	14:55					Male		PP16 PRE Tables RGLO appoached to informed patron had played for more than 20hrs and requiresr to take substantial break.	ov360590	Responsible Gaming
Apr 11, 2019	15:01					Female		PP20 PRE Tables About to reach 24 hrs. RGLO Oanh will ask [redacted] to leave immediately.	jc017687	Responsible Gaming
Apr 11, 2019	15:42					Male		PP20 MGF Tables Sighted [redacted] around pit 10 when canvasing the GF. [redacted] stated that he know about his play period and should be leaving soon, and he told me that he will be retired on Sunday.	ov360590	Responsible Gaming
Apr 11, 2019	16:44					Male		PP24 PRE Tables Maple ACM Dean was informed that [redacted] has reached 25hrs with 2x4.5hrs break and to remind patron to take break and that substantial break is min 8 hrs.	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 11, 2019	17:15					Female		PP16 PRE Tables Playing for 19 hrs. SMS ACM Dean in Maple.	jc017687	Responsible Gaming
Apr 11, 2019	18:20					Female		PP16 PRE Tables Playing for 16.7 hrs. She did have 5 hr break this morning. Advised Teak ACM Matthew to assess and remind patron the substantial break is min 8-10 hrs.	jc017687	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	2:54					Female		PP12	da027675	Responsible

RESPONSIBLE GAMING
NATURE OF SERVICE REPORT Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
12/2019								VIP Machines Advised VOSM Tian to remind patron to take a substantial break.		Gaming
Apr 12, 2019	6:09					Male		PP16 VIP Tables TG ACM Bingto remind patron to take a substantial break	da027675	Responsible Gaming
Apr 12, 2019	6:40					Male		PP16 VIP Tables TG ACM Mark was informed that [redacted] has been playing for 9hrs and to remind patron to take a substantial break	ov360590	Responsible Gaming
Apr 12, 2019	6:41					Male		PP16 VIP Tables TG ACM Mark that patron has been playing or 18hrs and to remind patron to take a substantial break	ov360590	Responsible Gaming
Apr 12, 2019	7:35					Male		PP16 VIP Tables RGLO approached [redacted] to advise him of his play period and reminded patron to take a substantial break	ov360590	Responsible Gaming
Apr 12, 2019	9:48					Female		PP20 VIP Tables Advised DSM that [redacted] has been playing for almost 24hrs with 1x4hrs to remind [redacted] to take a substantial break.	ov360590	Responsible Gaming
Apr 12, 2019	10:02					Female		PP16 VIP Tables Mah Rm ACM Mark informed by SMS. She did have 4h30m break this morning.	ov360590	Responsible Gaming
Apr 12, 2019	10:22					Female		PP12 MGF Machines RGLO attended and talked to [redacted]. She said she used to do shift work and thus sleeps at day time. She will be leaving soon. GM AM Calista informed.	jc017687	Responsible Gaming
Apr 12, 2019	10:24					Female		PP16 MGF Machines RGLO attended and talked to [redacted] realised that she was playing all night last night. She left soon after. GM AM Calista informed.	jc017687	Responsible Gaming
Apr 12, 2019	14:24					Female		PP20 VIP Tables Sent SMS to DSM Ben. She did have 4h30m break last evening.	jc017687	Responsible Gaming
Apr 12, 2019	16:42					Female		PP24hrs VIP Tables Reminded DSM Ben that [redacted] has passed the 24hrs play with 4hrs 33mins break. Ben stated that he has advised [redacted] either take a break then come back later on tonight or play for a couple more hours and missed the whole weekend. [redacted] is staying in house. added to PP20 to monitor, please return to JH1.	ov360590	Responsible Gaming
Apr 12, 2019	17:06					Female		PP20 VIP Tables	ov360590	Responsible Gaming



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NATURE OF SERVICE REPORT

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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								Advised DSM Ben to remind [redacted] to take a substantial break.		
Apr 12, 2019	18:30	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP20 MGF Tables E/W ACM informed to remind patron to take break.	jc017687	Responsible Gaming
Apr 12, 2019	21:42	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP20 VIP Tables DSM Ralph informed by SMS to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 12, 2019	21:50	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP12 VIP Machines Advised VOSM to remind patron to take a substantial break."	da027675	Responsible Gaming
Apr 12, 2019	23:36	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP16 VIP Tables Advised MHG TG ACM Paul to remind patron to take a substantial break."	da027675	Responsible Gaming
Apr 12, 2019	23:45	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP16 VIP Machines Advised VOSM Tien to remind [redacted] to take a substantial break.	da027675	Responsible Gaming
Apr 13, 2019	2:00	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	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.	BI017908	Responsible Gaming
Apr 13, 2019	6:16	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	PP16 PRE Tables ACM Matthew was informed and will remind patron to take substantial break.	ov360590	Responsible Gaming
Apr 13, 2019	6:50	[redacted]	[redacted]	[redacted]	[redacted]	Male	[redacted]	P16 PRE Machines VOSM (Almary) informed patron has reached 17hrs and requires substantial break.	ov360590	Responsible Gaming
Apr 13, 2019	8:00	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP20 PRE Tables Chris AM advised that [redacted] has been playing for a long period. I checked in Syco. [redacted] had only taken 3 hours break in 22 hours period. [redacted] disappeared before being approached.	gj014384	Table Games
Apr 13, 2019	8:40	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP20 PRE Tables ACM Matthew informed patron has reached 22hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 13, 2019	9:00	[redacted]	[redacted]	[redacted]	[redacted]	Female	[redacted]	PP16 PRE Tables	vm370923	Responsible Gaming



RESPONSIBLE GAMING
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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								ACM Matthew informed patron has played for 19hrs and requires reminder to have a break.		
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 13, 2019	9:15					Female		PP20 PRE Tables I found [REDACTED] was playing at BA0806. Chris AM told me that [REDACTED] just changed \$10k. I then approached [REDACTED] advising for take an adequate break. [REDACTED] promised to leave before 10am. Mathrew ACM, Chris AM and Ateve SV advised.	gj014394	Responsible Gaming
Apr 13, 2019	9:20					Female		PP16 VIP Tables ACM Mark informed patron has reached 19hrs, requires reminder to take a break.	vm370923	Responsible Gaming
Apr 13, 2019	9:22					Female		PP20 VIP Machines VOSM Richard informed patron has played for 21hrs and requires substantial break. Called back - false rating.	vm370923	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 13, 2019	10:24					Female		PP20 PRE Tables Chris AM advised that [REDACTED] was still playing at Maple Room. I attended and advised [REDACTED] to go home for a rest. [REDACTED] left gaming floor immediately.	gj014394	Table Games
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	13:19					Female		PP20 VIP Machines VOSM Abdi informed patron has reached 23hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 13, 2019	13:35					Female		PP20 VIP Machines Patron had disappeared from the floor, added on PP20 pager.	gj014394	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
Apr 13, 2019	15:31					Male		PP24 VIP Machines Advised VOSM Richard to remind [REDACTED] to take a substantial break after 24hrs of play and a 5hr break. Patron not at EGM - placed on pager.	vm370923	Responsible Gaming


RESPONSIBLE GAMING
 NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 13 2019	16:26					Female		PP16 PRE Tables AM (Andrew) informed patron has played for 19hrs and requires reminder to take a break.	vm370923	Responsible Gaming
Apr 13 2019	17:26					Female		PP24 VIP Machines In response to pager, VOSM Alison informed patron has surpassed 24hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 13 2019	18:17					Female		PP24 VIP Machines In response to pager, I attended RV75202 for reminder patron to take a break. Aby (Teak Room Manager) called back advising that [REDACTED] would go home in 10 minutes and took 24 hours break.	gj014394	Responsible Gaming
Apr 13 2019	18:32					Female		PP20 VIP Tables Advised DSM Ross that [REDACTED] has been playing for almost 24hrs with no substantial break, DSM will remind patron to take break soon. DSM Ross advised that patron decided to finished the shoes then take 24hrs not to return before 6pm 14/04/2019.	ov360590	Responsible Gaming
Apr 13 2019	18:42					Female		PP20 PRE Tables ACM Pauline advised patron has reached 22hrs and requires substantial break. ACM said she will follow up -texted patron details.	ov360590	Responsible Gaming
Apr 13 2019	18:50					Male		PP20 PRE Tables ACM Melisa advised patron has reached 20hrs and requires substantial break. ACM said she will follow up -texted patron details.	ov360590	Responsible Gaming
Apr 13 2019	19:13					Female		PP16 PRE Tables ACM Pauline was informed and will remind patron to take substantial break.	ov360590	Responsible Gaming
Apr 13 2019	19:51					Female		PP20 VIP Tables [REDACTED] playing for 23 hr with one 5.4 hours break. Staying in house. SMS to DSM Ross to assess and remind patron that substantial break is min 8 hrs.	jc017687	Responsible Gaming
Apr 13 2019	20:01					Male		PP16 PRE Machines VOSM informed to remind patron to take breaks.	jc017687	Responsible Gaming
Apr 13 2019	21:09					Male		PP24 VIP Tables Pager alert - patron returned to play after 4.5hrs break, VOSM Allison was notified.	ov360590	Responsible Gaming
Apr 13 2019	22:00					Male		PP24 MGF Tables TG ACM Siobhan advised that she has request [REDACTED] to take a 24hrs break returing no prior to 10:30pm 14/04/2019.	ov360590	Table Games
Apr	23:00					Female		PP20	ov360590	Responsible



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
13, 2019								VIP Tables Advised DSM Ralph that [REDACTED] has been playing for 20hrs without a proper break, DSM will remind [REDACTED] to take substantial break.		Gaming
Apr 13, 2019	23:13	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP24 VIP Tables Advised DSM that [REDACTED] has been playing for 26hrs with 1 3hrs break. Required to take break immediately	ov360590	Responsible Gaming
Apr 14, 2019	0:45	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP24 VIP Machines DSM Raplh was advised to request patron to take a substantial break. played for 30hrs with 1x5hrs break.	ov360590	Responsible Gaming
Apr 14, 2019	2:35	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 MGF Tables TG ACM Craig was informed that [REDACTED] has been playing for 21hrs with 1 4hrs break. Craig will remind [REDACTED] mins 8hrs break required.	ov360590	Responsible Gaming
Apr 14, 2019	2:40	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 MGF Table Games ACM Adnan was informed that [REDACTED] has been playing for 16hrs with no substantial break, Adnan will remind [REDACTED] to take regular break during play.	ov360590	Responsible Gaming
Apr 14, 2019	2:55	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP20 PRE Machines VOSM Tien was informed that [REDACTED] has been playing for 21hrs without a substantial break, Tien will remind [REDACTED] to take adequate break.	ov360590	Responsible Gaming
Apr 14, 2019	3:00	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP24 MGF Machines RGLO advised [REDACTED] to take a 24hrs break returning no prior to 3am 15/04/2019	ov360590	Responsible Gaming
Apr 14, 2019	3:52	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	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 14, 2019	4:08	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 VIP Tables Advised TG ACM Para to remind [REDACTED] to take a substantial break.	ov360590	Responsible Gaming
Apr 14, 2019	4:27	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP20 PRE Tables ACM Matthew has been informed by SMS to remind patron to take break. ACM Matthew later informed RGLO that patron was no longer at the table and TG AM will KALOF the patron.	jc017687	Responsible Gaming
Apr 14, 2019	5:20	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP16 PRE Machines VOSM Tien was advised and will remind patron to take substantial break.	ov360590	Responsible Gaming
Apr 14,	5:25	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP16 PRE	ov360590	Responsible Gaming



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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
2019								Machines ACM Matthew was advised and will remind patron to take substantial break.		
Apr 14 2019	5:30					Female		PP16 PRE Machines ACM Matthew was advised and will remind patron to take substantial break.	ov360590	Responsible Gaming
Apr 14 2019	5:35					Male		PP16 VIP Machines VOSM Tien was advised and will remind [redacted] to take substantial break.	ov360590	Responsible Gaming
Apr 14 2019	5:51					Male		PP20 MGF Machines RGLO attended and talked to [redacted]. He said he will be leaving in 15 min.	jc017667	Responsible Gaming
Apr 14 2019	7:30					Male		PP24 VIP Machines In response to the pager, [redacted] was playing at BA2533. he had returned to gaming floor earlier than was told. He has been continually playing for more than 34 hours [redacted] was advised by staff twice for taking an adequate break. Even over 24 hours playing period, The break time was negotiated to 8 hours break. however, he still returned too early. I attended Mahogany Room and spoke to Para ACM who said the patron belonged to GM. he calls Allen from GM host who too scared to talk to the patron. Allen called Richard (Teak Manager). I provided all relevant information and advised patron to take 24 hours break. Richard approached [redacted] and requested him to take 24 hours break, not return before 8am on 15/04/2019. [redacted] left gaming floor immediately. ED SV advised.	gj014394	Responsible Gaming
Apr 14 2019	7:34					Male		PP16 PRE Tables ACM Matthew informed patron has been playing for 19hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 14 2019	7:54					Female		PP16 PRE Tables ACM Para advised that [redacted] has been playing for 17hrs and requires reminder to take a break.	vm370923	Responsible Gaming
Apr 14 2019	8:00					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 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 14 2019	8:45					Female		PP16 PRE Tables TG ACM (Mathrew) has been inform and will remind patron to take substantial break.	gj014394	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	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	gj014394	Table



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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
14, 2019								playing. I replied in this case, the points from 1 am to 3 am should be voided. Christine will check it with local ACM.		Games
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
Apr 14, 2019	10:00					Female		PP16 VIP Tables Advised Para ACM for a reminder patron to take a break.	gj014394	Responsible Gaming
Apr 14, 2019	10:01					Female		PP12hrs VIP Table-Games Advised Para ACM for a reminder patron to take a break.	gj014394	Responsible Gaming
Apr 14, 2019	10:01					Female		PP16 VIP Tables Advised Para ACM for a reminder patron to take a break.	gj014394	Responsible Gaming
Apr 14, 2019	10:02					Male		PP16 VIP Tables Advised Para ACM for a reminder patron to take a break.	gj014394	Responsible Gaming
Apr 14, 2019	10:43					Male		PP20 PRE Machines RR was advised patron has played fpr 23.5hrs and is required to take a substantial break. Patron asked to have 8hr break not to return before 7pm 14/04/19 - placed on pager.	vm370923	Responsible Gaming
Apr 14, 2019	11:01					Male		PP24 VIP Tables DSM Beck informed patron has reached 24hrs and requires substantial break. [REDACTED] had only two small breaks one of which he remained on the gaming floor.	vm370923	Responsible Gaming
Apr 14, 2019	11:36					Male		PP24 VIP Tables Premium Host Manager (Beck) asked to remind [REDACTED] to take regular breaks.	gj014394	Responsible Gaming
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
Apr 14, 2019	14:29					Female		PP12 Plat Machines Advised Richard (Teak Manager) for reminder patron to take a break.	gj014394	Responsible Gaming
Apr 14, 2019	14:34					Male		PP12 Plat Machines Advised Richard (Teak Manager) for reminder patron to take a break.	gj014394	Responsible Gaming



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 14, 2019	19:03					Male		PP20 PRE Machines VOSM Carly was advised that [REDACTED] has been on site for 20hrs with 1x4.5hrs break, Carly replied after welfare check with [REDACTED] he admitted to sleep in the car between play. Advised [REDACTED] of unacceptable behaviour and requested to take adequate break.	ov360590	Responsible Gaming
Apr 14, 2019	19:37					Male		PP20 MGF Machines RGLO attended and talked to patron. Playing for 22.5 hours. Patron will be leaving in 15 minutes. Staying in house tonight.	jc017687	Responsible Gaming
Apr 14, 2019	19:40					Female		PP20 MGF Machines RGLO attended and talked to patron. Playing for 22.5 hours. Patron will be leaving in 15 minutes. Staying in house tonight.	jc017687	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 14, 2019	20:40					Male		PP24 MGF Machines RGLO approached [REDACTED] to advise him about play period where he stated that he knew and was on his way to his room and staying in house.	ov360590	Responsible Gaming
Apr 14, 2019	21:04					Female		PP24 MGF Tables Playing for 30 hrs. RGLO attended and escorted [REDACTED] and [REDACTED] out thru Mings after [REDACTED] cash changed his chips at Main Cage. Directed both to stay away for 24 hrs not to return before 9pm 15/4/2019. RGSC services offered and business card issued. E/W ACM informed.	jc017687	Responsible Gaming
Apr 14, 2019	21:08					Male		PP24 MGF Tables Playing for 30 hrs uncarded. RGLO attended and escorted [REDACTED] and [REDACTED] out thru Mings after [REDACTED] cash changed his chips at Main Cage. Directed both to stay away for 24 hrs not to return before 9pm 15/4/2019. RGSC services offered and business card issued. E/W ACM informed.	jc017687	Responsible Gaming
Apr 14, 2019	21:16					Male		PP20 VIP Tables ACM Adam was informed that patron been on site for almost 24hrs and have 5hrs break and requires substantial break. Adam replied stated that [REDACTED] will be leaving at 11:30pm	ov360590	Responsible Gaming
Apr 14, 2019	22:40					Male		PP20 PRE Machines VOSM Carly advised that [REDACTED] was playing at F3407. RGLO approached to request him to take 8hrs break immediately. Play period reinstated and RG services explained [REDACTED] was hesitant to leave but ended up leaving via Food court Exit. Matthew from SV was advised and request a new photo.	ov360590	Gaming Machines
Apr 15, 2019	1:13					Male		PP12 MGF Machines Informed by Alfred in GM that he spotted [REDACTED] falling asleep on EGM. AM Alfred asked GM to go for a break. [REDACTED] left soon after.	jc017687	Gaming Machines
Apr 15, 2019	2:57					Female		PP16 PRE Tables	ov360590	Responsible Gaming



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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								ACM Adam was informed that [REDACTED] have been onsite for 16hrs and to remind patron to take substantial break.		
Apr 15, 2019	4:40	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP12 PRE Machines Informed ACM Para that patron has played for 15hrs, Para will remind patron to take a substantial break.	ov360590	Responsible Gaming
Apr 15, 2019	5:07	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP12 PRE Tables TG ACM Bing informed to remind patron to take break.	jc017687	Responsible Gaming
Apr 15, 2019	6:09	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP24 MGF Machines Played to 24 hours. RGLO attended and directed patron to take 24 hr break. GM AM Aidan informed. RGLO confirmed that [REDACTED] was at the same machine all night.	jc017687	Responsible Gaming
Apr 15, 2019	9:00	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP16 MGF Tables Advised ACM Melissa to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 15, 2019	10:50	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 VIP Machines Advised GM VOSM Richard to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 15, 2019	10:55	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 VIP Machines Advised GM VOSM Richard to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 15, 2019	11:06	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP12 MGF Tables Advised ACM Melissa to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 15, 2019	14:49	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP12 MGF Machines Spoke to [REDACTED] requesting that she take a substantial break. [REDACTED] said she would be going home soon.	pf370890	Responsible Gaming
Apr 15, 2019	15:43	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP16 PRE Machines Advised GM VOSM Simon to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 15, 2019	16:02	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Male	[REDACTED]	PP16 VIP Tables Advised Mah ACM Steve to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 15, 2019	17:39	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP20 VIP Machines Advised GM VOSM Carly to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr	19:48	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PP24	rz034057	Gaming



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15 2019								VIP Machines 27 hours, Carly GM advised that [redacted] was approached by Simon (after being advised by RGLO) regarding her excessive play, but refused to leave. RGLO checked the ratings and confirmed [redacted] was playing for 27 hours without any break. RGLO went to the platinum room and met with Simon. [redacted] was approached on P1008, while playing using [redacted] card [redacted] stated (after she was asked to leave) "I call my friend". RGLO waited with Simon until her friend showed up and took a charge of the machine. RGLO requested ID check to make sure that was the right person but the ID provided was [redacted]. There was \$740.00 in the machine and [redacted] inserted [redacted] card to continue the play. RGLO explained the importance of not using someone else's card and not handing out their cards to someone else. All of this was witnessed by Simon and [redacted] was asked to leave but [redacted] tried to negotiate for another 5 minutes without success. RGLO escorted [redacted] out and advised		Machines
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	3:10					Male		PP20 VIP Tables VOSM (Rachel) informed patron has played for 21hrs and requires substantial break. VOSM spoke with patron, they will leave in an hour.	vm370923	Responsible Gaming
Apr 16 2019	3:37					Female		Please delete.	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 16 2019	5:02					Female		PP16 VIP Tables ACM (Adam) notified that patron has been playing for 18hrs and requires reminder to take substantial break.	vm370923	Responsible Gaming
Apr 16 2019	7:08					Female		PP24 VIP Machines Riqi from Mahogany reception called and advised that [redacted] attempted to gain entry to Mahogany room. [redacted] was given 24 hours break and not supposed to be back before 20:00.	rz034057	Gaming Machines
Apr 16 2019	9:21					Male		PP16 PRE Tables TG ACM (Bing) advised [redacted] playing for 19hrs w/ no significant breaks.	fb022711	Responsible Gaming
Apr 16 2019	11:13					Male		PP20 PRE Machines GM VOSM (Richard) advised [redacted] playing for 20hrs with no significant break.	fb022711	Responsible Gaming
Apr 16 2019	15:38					Female		PP24 VIP Tables Local Host manager (Ross) advised [redacted] playing for over 24hrs with no significant breaks.	fb022711	Responsible Gaming
Apr 16 2019	18:30					Male		PP24 VIP Tables Local Host manager (Ross) advised [redacted] playing for over 24hrs with 2 x 4.5hr breaks in play.	fb022711	Responsible Gaming


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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 16 2019	19:53					Female		PP20 MGF Machines VOSM Carly informed. RGLO approached [REDACTED] and talked about play periods, reminded patron to take one continuous break. Patron is staying in house and explained that she has taken a few breaks throughout the day.	vm370923	Responsible Gaming
Apr 16 2019	20:20					Male		PP20 MGF Tables [REDACTED] looked extremely tired and had mentioned losing \$40,000, but explained he is only here in Melbourne until Friday. Explained play periods and explained RGC services, advised him not to chase losses. [REDACTED] will take a break shortly and return in the morning to play poker. ACM Adnan informed.	vm370923	Responsible Gaming
Apr 16 2019	21:40					Female		PP16 VIP Machines Carly VOSM advised for reminder patron to take a break.	gj014394	Responsible Gaming
Apr 16 2019	21:47					Female		PP20 MGF Tables Helen (Riverside Host) advised for a reminder patron to take a break.	gj014394	Responsible Gaming
Apr 16 2019	21:48					Male		PP16 MGF Tables Helen (Riverside Host) advised for a reminder patron to take a break.	gj014394	Responsible Gaming
Apr 17 2019	2:52					Female		PP16 VIP Tables Advised Nicole ACM patron has played for 16hrs, requires reminder to 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
Apr 17 2019	4:05					Female		Elsa GM advised that [REDACTED] was here since 10:00 AM yesterday morning (18 hours). [REDACTED] did not show up on SPLUNK as she is playing uncarded. RGA had a chat with a patron who claimed she has been playing since 22:00 PM last night, but that was not the fact as patron had a rating starting at 18:00. [REDACTED] did not appear to be too tired and engaged in conversation with RGA. RGA suggested sufficient break and will keep monitoring.	rz034057	Gaming Machines
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 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
Apr 17 2019	5:55					Female		PP20 MGF Tables Advised AM patron has reached 20hrs and requires reminder to take a substantial break.	vm370923	Responsible Gaming
Apr 17 2019	9:34					Female		PP16 MGF Machines	da027675	Responsible Gaming



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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								Advised GM EAST Craig to remind patron to take a substantial break.		
Apr 17, 2019	10:42					Female		PP16 VIP Tables Advised TG ACM Adam to remind patron to take a substantial break.	da027675	Table Games
Apr 17, 2019	12:02					Male		PP20 MGF Table Advised TG ACM Nigel to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 17, 2019	13:58					Female		PP20 VIP Tables Advised DSM Andrew to remind patron to take a substantial break.	da027675	Table Games
Apr 17, 2019	14:10					Female		PP20 VIP Tables Advised DSM Andrew to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 17, 2019	15:48					Female		PP20 PRE Tables Advised TG ACM Nigel to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 17, 2019	21:30					Female		PP24 PRE Table Games Approached [redacted] while playing in Teak and advised her to take a break from the gaming floor for 24 hours. Not to return before 9:30 pm on 18/04/2019. Patron understood and ran off and exited towards Ming's. DSM Jaime was notified. Brian (SV) provided coverage.	ju031797	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
Apr 17, 2019	22:12					Male		PP20 VIP Tables Local Host manager (Jaime) advised [redacted] playing for nearly 23hrs with no significant breaks.	fb022711	Responsible Gaming
Apr 18, 2019	5:40					Female		PP20 PRE Tables TG AM phoned to advise that [redacted] has been playing for 20 hours. Approached [redacted] and advised her of the expectations around play period. She did not show any observable signs. She said she will stay until 8 am and agreed to have 24 hours break off the gaming floor. Information passed on to TG AM Georgette who will monitor. Patron added to pager.	ju031797	Table Games
Apr 18, 2019	8:10					Female		PP12 MGF Tables Spoke to [redacted] in pit 12 and informed ACM Duncan.	BI017908	Responsible Gaming
Apr 18, 2019	8:30					Male		PP16 VIP Tables Alert Mahogany ACM Adam about PP.	BI017908	Responsible Gaming



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Apr 18, 2019	11:08					Female		PP12 PRE Machines Advised VOSM Tien that [REDACTED] was in A bank, she had left when he was there.	BI017908	Responsible Gaming
Apr 18, 2019	12:15					Female		PP12 MGF Machines RGA spoke with [REDACTED] about break, informed EGM AM Melissa.	BI017908	Responsible Gaming
Apr 18, 2019	20:54					Male		PP20 VIP Tables Local Host manager (Ralph) advised [REDACTED] playing for 20hrs with a single 3.5hr break.	fb022711	Responsible Gaming
Apr 19, 2019	0:01					Male		PP20 MGF Machines Approached [REDACTED] while playing in Riverside. Advised him that he has been playing for over 20 hours without significant breaks. Advised [REDACTED] that 3 hours break is not substantial. [REDACTED] said he will stay until 1230 am, 1 am being the latest. Riverside hosts were advised to monitor. Troy (SV) provided coverage.	jv031797	Responsible Gaming
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 19, 2019	9:45					Female		PP20 MGF Machines DSM Beck was informed that patron has been playing for 21hrs with no significant break and required a substantial break. Beak advised that [REDACTED] has got a Limo booked and will leave in an hour.	ov360590	Responsible Gaming
Apr 19, 2019	14:48					Male		PP12 VIP Tables Advised TG ACM Steve that [REDACTED] has been on site for 14hrs with no substantial break, ACM will remind [REDACTED] to take adequate break between play.	ov360590	Responsible Gaming
Apr 20, 2019	4:50					Male		PP12 PRE Machines Spoke to VOSOM Elmery about [REDACTED] Playing on table 1712 and have not been spoken to about PP.	BI017908	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.	BI017908	Responsible Gaming
Apr 20, 2019	6:22					Male		PP16 VIP Tables ACM Para was informed and will remind patron to take substantial break.	ov360590	Responsible Gaming
Apr 20, 2019	6:27					Female		PP12 VIP Tables ACM Para was informed and will remind patron to take substantial break.	ov360590	Responsible Gaming



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 20, 2019	7:05					Male		PP16 VIP Tables TG ACM Matthew was informed that [REDACTED] has been playing for 17hrs and to remind patron to take a substantial break	ov360590	Responsible Gaming
Apr 20, 2019	7:37					Male		P16 VIP Machines VOSM (Tien) informed patron has reached 17hrs and requires substantial break.	ov360590	Responsible Gaming
Apr 20, 2019	7:51					Male		PP16 PRE Tables ACM Matthew was advised and will remind patron to take substantial break.	ov360590	Responsible Gaming
Apr 20, 2019	8:04					Male		PP20 VIP Tables ACM (Christy) informed patron has played for 22hrs and requires reminder to break. ACM will follow up.	ov360590	Responsible Gaming
Apr 20, 2019	8:09					Female		PP12 VIP Tables Informed TG ACM Para that [REDACTED] has been playing for 15.5 hrs, ACM will remind [REDACTED] to take substantial break.	ov360590	Responsible Gaming
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 20, 2019	8:24					Male		PP20 VIP Tables International ACM Christie has been informed to remind patron to take break.	jc017687	Responsible Gaming
Apr 20, 2019	8:59					Female		PP16 MGF Machines RGA talked to [REDACTED] No observable signs. She said she will be leaving soon. East GM AM Melissa has been informed by SMS	jc017687	Responsible Gaming
Apr 20, 2019	9:28					Female		PP20 PRE Tables Teak ACM Matthew informed to remind patron to take break.	jc017687	Responsible Gaming
Apr 20, 2019	9:28					Male		PP16 PRE Tables Advised Maple ACM Matthew that [REDACTED] was here for 18hours with no significant break in play.	ov360590	Responsible Gaming
Apr 20, 2019	9:34					Male		P16 VIP Machines VOSM (Tien) informed patron has reached 17hrs and requires substantial break.	ov360590	Responsible Gaming
Apr 20, 2019	9:43					Female		PP16 MGF Machines	jc017687	Responsible Gaming



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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								Playing for 18 hrs. RGA talked to patron. She said she will be having lunch at Tia To at 11am and then she will go home.		
Apr 20, 2019	9:45					Male		PP16 MGF Machines Playing for 18 hrs. RGA talked to patron. He said he will be having lunch at Tia To at 11am and then he will go home.	jc017687	Responsible Gaming
Apr 20, 2019	10:18					Male		PP16 VIP Machines VOSM (Tien) advised to reminder patron to take a break. [REDACTED] was playing for 18 hours.	ov360590	Responsible Gaming
Apr 20, 2019	10:24					Female		PP20 VIP Tables Informed DSM Beck that [REDACTED] has been playing for 20hrs and required a substantial break.	ov360590	Responsible Gaming
Apr 20, 2019	14:14					Male		PP20 VIP Tables Informed DSM Ben that [REDACTED] has been playing for 20hrs and required a substantial break.	ov360590	Responsible Gaming
Apr 20, 2019	14:25					Male		PP20 MGF Tables Patron played for 20 hr then took a 4 hr break. RGLO attended and reminded patron the substantial break is min 8-10 hr break. Ask patron to go home to take more break.	jc017687	Responsible Gaming
Apr 20, 2019	14:43					Male		PP20 PRE Tables Playing for 23.3 hrs. SMS Teak ACM to ask patron to take substantial break.	jc017687	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
Apr 20, 2019	15:03					Male		PP20 VIP Tables Playing for 21 hrs with 1 x 4.5 hr and 1 x 2 hr breaks. SMS sent to DSM Ben to monitor patron and remind him that substantial break is min 8-10 hr.	jc017687	Responsible Gaming
Apr 20, 2019	15:50					Male		PP16 PRE Tables TG ACM Andrew was informed that [REDACTED] playing for over 18hrs with no significant break. ACM will remind [REDACTED] to take substantial break.	ov360590	Responsible Gaming
Apr 20, 2019	16:00					Male		PP24 PRE Machines RGLO approached [REDACTED] with SV coverage to request a 24hrs break returning no prior to 4pm 21/04/19.	ov360590	Responsible Gaming
Apr 20, 2019	16:21					Male		PP16 PRE Tables Advised Mah ACM Andrew to remind [REDACTED] to take a substantial break.	ov360590	Responsible Gaming



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 20, 2019	17:40					Male		PP24 VIP Tables Informed DSM Ben that [redacted] as been playing for 24hrs and required to take break immediately.	ov360590	Responsible Gaming
Apr 20, 2019	17:53					Female		PP16 MGF Machines Playing for 18 hours. [redacted] explained that she did go home for 4 hours while her husband continued to use her card to play. RGLO advised that membership card is not transferrable and that her husband should obtain and use his own card to play. Also advised that substantial break is min 8-10 hours. [redacted] said she will be leaving in 3 hours. East GM AM informed thru SMS.	jc017687	Responsible Gaming
Apr 20, 2019	18:26					Male		PP20hrs MGF Table-Games Playing for 22 hrs. RGLO talked to [redacted] Crown Play Period policy explained. He said he will be leaving in 30 mins. Advised that sleeping in his car is not acceptable. ACM Craig informed.	jc017687	Responsible Gaming
Apr 20, 2019	18:27					Female		PP24 VIP Tables DSM Ben advised and will request patron to leave immediately.	ov360590	Responsible Gaming
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	19:12					Male		PP20 PRE Tables Advised TG ACM Pauline to remind [redacted] to take a substantial break.	da027675	Responsible Gaming
Apr 20, 2019	19:19					Female		PP24 VIP Tables DSM Ben advised and will request patron need a break immediately.	da027675	Responsible Gaming
Apr 20, 2019	21:00					Female		PP24 VIP Tables DSM Ralph advised and will request patron need a break immediately.	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.	BI017908	Responsible Gaming
Apr 21, 2019	9:16					Male		PP16 VIP Tables ACM (Adam) advised that patron requires substantial break. Adam will monitor.	rz034057	Responsible Gaming
Apr 21, 2019	17:47					Female		PP16 VIP Tables Mahogany ACM Alex informed that [redacted] had been playing for 18 hours. Alex will remind patron to take substantial break.	rz034057	Responsible Gaming



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 21, 2019	17:56					Male		PP16 VIP Machines VOSM Aby informed that [redacted] had been playing for 19 hours. Aby will remind patron to take substantial break.	rz034057	Responsible Gaming
Apr 21, 2019	18:36					Female		PP20 PRE Tables ACM Andrew was informed and will remind [redacted] to take substantial break between play.	ov360590	Responsible Gaming
Apr 21, 2019	20:31					Male		PP24 PRE Tables RGA was trying to locate [redacted] but was unsuccessful, advised AACM Daren in Maple of [redacted] play period. Daren called back to advised that [redacted] has been located and asked to leave for a substantial break. Added on PP20 to monitor.	ov360590	Responsible Gaming
Apr 21, 2019	22:05					Female		PP24 MGF Tables [redacted] has been onsite for 36hrs with 1x5hrs break, located her in pit 12/08 with SV (Vjay) coverage RGA approached [redacted] advising her about her play period, T&C of PP explained and requested [redacted] to go home for a substantial break. [redacted] left immediately	ov360590	Responsible Gaming
Apr 22, 2019	1:07					Male		PP16 PRE Tables TG ACM Adam was informed and to remind [redacted] to take regular breaks.	ov360590	Responsible Gaming
Apr 22, 2019	1:47					Male		PP16 PRE Machines VOSM informed patron has been playing for 17hrs and requires reminder to take substantial break. VOSM said he will follow up.	ov360590	Responsible Gaming
Apr 22, 2019	2:01					Male		PP16 PRE Tables ACM Adam advised and will request patron need to take regular break between play.	ov360590	Responsible Gaming
Apr 22, 2019	3:31					Female		PP20 VIP Tables DSM Ralph advised.	nm018947	Responsible Gaming
Apr 22, 2019	3:32					Female		PP16 VIP Tables Playing for 18 hrs. DSM Ralph informed to remind patron to take break.	jc017687	Responsible Gaming
Apr 22, 2019	3:40					Female		PP16 VIP Tables TG DSM Ralph advise and RGA JC went to speak with patron. Patron said she will be leaving in 30 mins. Crown Play-period policy informed. RGSC business card issued.	nm018947	Responsible Gaming
Apr 22, 2019	5:54					Female		PP16 VIP Tables Mah Rm Adam will remind patron to take break.	jc017687	Responsible Gaming
Apr	5:55					Female		PP16	jc017687	Responsible



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
22, 2019								VIP Tables Mah Rm Adam will remind patron to take break.		Gaming
Apr 22, 2019	5:56					Male		PP16 VIP Tables Mah Rm Adam will remind patron to take break. Patron did have 2 x 4hr break.	jc017687	Responsible Gaming
Apr 22, 2019	7:20					Female		PP16 VIP Table A message sent to ACM Mahogany Room for a reminder patron to take a break. [REDACTED] was playing for 16 hours..	gj014394	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
Apr 22, 2019	8:42					Male		PP12 VIP Table Sent a message to ACM Mahogany Room for reminder patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	8:45					Female		PP12 MGF Table A message sent to ACM Maple for a reminder patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	8:49					Female		PP20 MGF Machines A message sent to AM Central for a reminder patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	9:31					Female		PP20 VIP Tables A message sent to ACM Mah Rm for remind patron to take break.	gj014394	Responsible Gaming
Apr 22, 2019	10:06					Female		PP12 PRE Tables A SMS to ACM in Maple for remind patron to take a break..	gj014394	Responsible Gaming
Apr 22, 2019	10:10					Female		PP20 VIP Tables A SMS sent to ACM Mahogany RM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	10:13					Female		PP12hrs MGF Gaming-Machines A SMS sent to AM central for remind patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	11:32					Male		PP12 MGF Machines	gj014394	Responsible Gaming



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								A SMS sent to Central AM for remind patron to take a break.		
Apr 22, 2019	11:33					Female		PP12 MGF Machines A SMS sent to Central AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	11:43					Female		PP12 MGF Machines A SMS sent to Central AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	11:47					Female		PP12 PRE Tables A SMS sent to ACM Mahogany Rm for remind patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	12:17					Male		PP12 MGF Machines A SMS message sent to VOSM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	13:45					Male		PP20 MGF Table A SMS message sent of GM East Area Manager for a remind patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	13:49					Female		PP12 MGF Machines A SMS message sent to Teak VOSM informed patron to take a break.	gj014394	MIS
Apr 22, 2019	14:09					Male		PP12 MGF Machines A SMS messgae sent to Central AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	14:11					Female		PP12 MGF Tables A SMS messgae sent to Central AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	14:19					Female		PP20 MGF Machines A SMS messgae sent to Central AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 22, 2019	14:23					Female		PP12 MGF Table A SMS messgae sent to ACM Premium for remind patron to take a break.	gj014394	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
Apr	17:36					Male		PP20	rz034057	Responsible



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
22.2019								MGF Machines Patron completed 23 hours of play, GM AM Aiden notified and will remind patron to take substantial break. Aiden texted back advising that the patron understands, but will leave by 19:00.		Gaming
Apr 22.2019	17:43					Female		PP16 VIP Tables Patron completed 19 hours of play, TG ACM Para will remind patron to take substantial break.	rz034057	Responsible Gaming
Apr 22.2019	17:52					Male		RGA attended F4407 and asked Greg SV for coverage. Play periods explained to the patron and patron stated "I know, I understand but I come here and binge 24 + hours and won't be back for a week". Patron was advised that this is unacceptable and each interaction is recorded. Patron said he understand and to say hello to Vince?	rz034057	Responsible Gaming
Apr 22.2019	18:03					Male		PP20 VIP Table Patron played for 21.5 hours. Sent a message to ACM Mahogany Para to reminder patron to take a break.	rz034057	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
Apr 22.2019	23:41					Female		PP24 VIP Tables Playing for 24 hrs with 1x5.5 hr break. DSM Ralph has been informed. Ralph replied later that [REDACTED] is fine. But she will take a break at end of shie. About 1 hour.	jc017687	Responsible Gaming
Apr 22.2019	23:42					Female		PP20 VIP Tables DSM Ralph has been informed to remind patron to take substantial break	jc017687	Responsible Gaming
Apr 22.2019	23:50					Male		PP12 PRE Machines VOSM Elmerly will remind patron to take breaks.	jc017687	Responsible Gaming
Apr 22.2019	23:58					Female		PP12 VIP Gaming-Machines VOSM Elmerly confirm that [REDACTED] is looked after by personal host and will remind patron to take regular breaks.	jc017687	Responsible Gaming
Apr 23.2019	1:22					Female		PP12 VIP Machines Playing for 11.4 hrs with longest break of 1min. Advised VOSM Elmerly to monitor and remind patron to take breaks.	jc017687	Responsible Gaming
Apr 23.2019	1:52					Male		PP16 MGF Machines RGLO talked to patron. He said he will be leaving in 1 hour. RGSC business card issued.	jc017687	Responsible Gaming
Apr 23.2019	2:51					Female		PP12 PRE Machines	jc017687	Responsible Gaming

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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								Played for 12 hours with longest break of 11 min. VOSM Elmary informed to remind patron to take proper breaks.		
Apr 23, 2019	4:48					Male		PP20 MGF Machines RGLO managed to catch up with [redacted] and informed him that substantial break is min 8 hrs. He now understands play-period requirement. He claimed to be in control of his gambling. RGSC business card issued.	jc017687	Responsible Gaming
Apr 23, 2019	4:57					Male		PP16 VIP Machines VOSM Elmary has been informed to remind patron to take break.	jc017687	Responsible Gaming
Apr 23, 2019	5:17					Female		PP16 PRE Machines RGA attended and talked to [redacted] in A bank. Advised that substantial break is min 8 hour. She claimed to be in control of her gambling. RGSC business card issued. She said she will be leaving in about an hour. GM AM Natasha informed.	jc017687	Responsible Gaming
Apr 23, 2019	9:13					Female		PP16 PRE Machines GM VOSM (Simon) advised [redacted] playing for over 18hrs with a single 3.5hr break.	fb022711	Responsible Gaming
Apr 23, 2019	9:19					Female		PP16 VIP Tables Local Host manager (Ben) advised [redacted] playing for nearly 20hrs with no significant breaks.	fb022711	Responsible Gaming
Apr 23, 2019	10:01					Male		PP20 PRE Tables TG ACM (Bing) advised [redacted] playing for 21hrs with 3.5hr and 2hr breaks.	fb022711	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 23, 2019	19:01					Female		PP12 MGF Table A SMS message sent to ACM East/West for a remind patron to take a break.	gj014394	Responsible Gaming
Apr 23, 2019	19:15					Female		PP12 MGF Table While canvassing on gaming floor, I advised [redacted] to take an adequate break.	gj014394	Responsible Gaming
Apr 23, 2019	20:12					Female		PP12 MGF Machines A SMS message sent to GM East AM for a remind patron to take a break.	gj014394	Responsible Gaming


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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 23, 2019	21:09					Female		PP12 Premium Table A SMS messgae sent to ACM premium for remind patron to take a break.	gj014394	Responsible Gaming
Apr 23, 2019	21:14					Male		PP12 MGF Machines A SMS message sent to GM West AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 23, 2019	22:00					Female		PP20hrs VIP Table-Games A SMS messgae sent to ACM Teak room for remind patron to take a break.	gj014394	Responsible Gaming
Apr 23, 2019	22:02					Male		PP12 VIP Machines A SMS messgae sent to VOSM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 23, 2019	22:06					Male		PP12 VIP Machines A SMS messgae sent to VOSM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 23, 2019	23:20					Female		PP12 VIP Machines A SMS messgae sent to VOSM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	0:04					Male		PP12 VIP Machines A SMS messgae sent to VOSM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	0:06					Male		PP24hrs VIP Table-Games A SMS message sent to ACM VVIP that the Song Junket group has clocked up over 24 hrs of play but the card was used by a number of players.	gj014394	Responsible Gaming
Apr 24, 2019	0:10					Male		PP12 VIP Table A SMS messgae sent to ACM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	1:26					Female		PP12 MGF Machines A SMS messgae sent to GM East AM for a remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	1:28					Male		PP12 VIP Table A SMS messgae sent to ACM Mahogany Room for a remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	1:31					Female		PP12 VIP Machines	gj014394	Responsible Gaming



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								A SMS messgae sent to VOSM Teak for remind patron to take a break.		
Apr 24, 2019	1:33					Female		PP12 VIP Table A SMS messgae sent to ACM Mahogany Room for a remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	1:37					Female		PP16 VIP Tables Advised TG ACM MHG to remind patron to take a substantial break.	gj014394	Responsible Gaming
Apr 24, 2019	2:05					Female		PP16 PRE Tables A SMS message sent to ACM Maple for remind [redacted] to take regular breaks.	gj014394	Responsible Gaming
Apr 24, 2019	2:07					Female		PP16hrs VIP Table Advised Jaime to remind a patron to take a substantial break.	gj014394	Responsible Gaming
Apr 24, 2019	3:05					Male		PP16hrs VIP Table Advised Jaime to remind a patron to take a substantial break.	gj014394	Responsible Gaming
Apr 24, 2019	3:07					Female		PP12 PRE Table A SMS message sent to ACM Teak for a remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	3:10					Female		PP12 VIP Tables A SMS message sent to ACM Mahogany Room for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	3:12					Female		PP12 PRE Table A SMS message sent to ACM Teak for a remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	3:13					Male		PP12 PRE Table A SMS message sent to ACM Teak for a remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	3:14					Female		PP12 MGF Table A SMS message sent to ACM West for a remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	6:20					Female		PP12 MGF Machines A SMS Message sent to VOSM for remind a patron to take a break.	gj014394	Responsible Gaming


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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 24, 2019	6:23					Male		PP12 VIP Machines A SMS Message sent to VOSM for remind a patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	6:25					Female		PP12 VIP Table A SMS Message sent to ACM Mahogany Room for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	11:20					Male		PP12 VIP Tables Advised Mah ACM Para to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 24, 2019	13:15					Female		PP20 PRE Tables Advised Pit ACM Matthew to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 24, 2019	13:25					Male		PP12 PRE Tables Advised ACM Matthew to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 24, 2019	13:38					Male		PP20 PRE Tables Advised ACM Dean to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 24, 2019	13:43					Female		PP16 PRE Tables Advised ACM Dean to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 24, 2019	13:53					Female		PP16 VIP Machines Advised GM VOSM Carly to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 24, 2019	14:40					Female		PP16 PRE Tables Advised ACM Dean to remind [REDACTED] to take a substantial break.	jv031797	Responsible Gaming
Apr 24, 2019	19:59					Male		PP24 VIP Tables Mobile pager alert that [REDACTED] had reached 24 hours playing time. I attended at BA2530 and advised [REDACTED] to go home for 24 hrs break and not return to casino before 9pm on 25/04/2019. [REDACTED] left gaming floor shortly. Fan AM advised.	gj014394	Responsible Gaming
Apr 24, 2019	21:18					Male		PP12 MGF Machines A SMS message sent to GM West AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24,	21:20					Male		PP12 PRE	gj014394	Responsible Gaming



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Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
2019								Tables A SMS message sent to ACM Maple for remind patron to take a break.		
Apr 24, 2019	22:09					Male		PP12 MGF Machines A SMS message sent to GM West AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	22:10					Female		PP12 MGF Table A SMS message sent to ACM Premium for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	22:12					Male		PP12 MGF Machines A SMS message sent to GM West AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	22:14					Female		PP12 MGF Machines A SMS message sent to GM West AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	22:15					Female		PP12 MGF Tables A SMS message sent to ACM Maple for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	23:15					Female		PP12 MGF Machines A SMS message sent to GM West AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 24, 2019	23:30					Male		PP16 VIP Machines Advised VOSM to remind [redacted] to take a substantial break.	gj014394	Responsible Gaming
Apr 25, 2019	1:07					Female		PP12 VIP Tables A SMS message sent to Jaime (Host) for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25, 2019	1:09					Male		PP12hrs MGF Gaming-Machines A SMS message sent to GM East AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25, 2019	1:11					Female		PP12 MGF Tables A SMS message sent to ACM West for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25, 2019	1:13					Male		PP12 MGF Tables A SMS message sent to ACM East for remind patron to take a break.	gj014394	Responsible Gaming



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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 25 2019	1:15					Male		PP12 VIP Tables A SMS message sent to Jaime (Host) for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	1:16					Male		PP12 VIP Tables A SMS message sent to ACM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	1:17					Female		PP12 VIP Tables A SMS message sent to ACM Maple for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	1:18					Male		PP12 VIP Machines A SMS message sent to VOSM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	1:20					Female		PP12 VIP Machines A SMS message sent to GM West AM for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	1:22					Female		PP12 VIP Machines A SMS message sent to VOSM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	1:23					Male		PP12 VIP Machines A SMS message sent to VOSM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	1:28					Male		PP12 VIP Machines A SMS message sent to VOSM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	1:59					Male		PP16 VIP Machines A SMS message sent to VOSM Teak for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	2:00					Female		PP12 MGF Table A SMS message sent to ACM East for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	2:03					Male		PP12 MGF Table A SMS message sent to ACM East for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	2:04					Male		PP12 MGF Table	gj014394	Responsible Gaming



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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								A SMS message sent to ACM West for remind patron to take a break.		
Apr 25 2019	2:05					Female		PP12 MGF Table A SMS message sent to ACM Mahogany for remind patron to take a break.	gj014394	Responsible Gaming
Apr 25 2019	2:06					Female		PP12 MGF Table A SMS message sent to ACM East for remind patron to take a break.	gj014394	Responsible Gaming
Apr 26 2019	4:47					Female		PP16 VIP Machines GM VOSM (Richard) advised [redacted] playing for 16hrs with a single 3.5hr break.	fb022711	Responsible Gaming
Apr 26 2019	4:50					Female		PP16 VIP Tables TG ACM (Adam) advised [redacted] playing for 16hrs with 2 & 2.5hr breaks in play.	fb022711	Responsible Gaming
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 26 2019	4:58					Male		PP12 PRE Tables TG ACM (Bing) advised [redacted] playing for 15hrs with no significant break.	fb022711	Responsible Gaming
Apr 26 2019	9:05					Female		PP12 PRE Machines Advised GM Eastern AM to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 26 2019	13:36					Male		PP16 MGF Machines SMS sent to Simon VOSM to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 26 2019	13:37					Male		PP16 MGF Machines SMS sent to Simon VOSM to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 26 2019	15:14					Female		PP16 VIP Tables Advised TG ACM Steve to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 26 2019	15:21					Female		PP16 PRE Tables Advised ACM Mathew to remind [redacted] to take a substantial break.	da027675	Responsible Gaming

RESPONSIBLE GAMING
NATURE OF SERVICE REPORT
 Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 26, 2019	15:30					Male		PP20 VIP Tables SMS sent to Ralph DSM to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 26, 2019	18:55					Male		PP20 PRE Machines GM VOSM (Elmery) advised [redacted] playing for 20hrs with a single 4hr break.	fb022711	Responsible Gaming
Apr 26, 2019	19:25					Female		PP20 PRE Tables TG ACM (Kerry) advised [redacted] playing for 22hrs with no significant breaks.	fb022711	Responsible Gaming
Apr 26, 2019	22:12					Male		PP16 MGF Tables TG ACM (Nick) advised [redacted] reached 18hrs with a couple of 2.5hr breaks.	fb022711	Responsible Gaming
Apr 27, 2019	5:33					Female		PP16 VIP Machines GM VOSM (Simon) advised [redacted] playing for over 16hrs with no significant breaks.	fb022711	Responsible Gaming
Apr 27, 2019	5:45					Female		PP12 PRE Machines Advised VOSM Simon to remind [redacted] to take a substantial break.	jv031797	Responsible Gaming
Apr 27, 2019	5:50					Female		PP12 PRE Machines Advised VOSM Simon to remind [redacted] to take a substantial break.	jv031797	Responsible Gaming
Apr 27, 2019	6:05					Male		PP18 MGF Machines Spoke to [redacted] about taking a substantial break; he said he would be going home soon.	pf370890	Responsible Gaming
Apr 27, 2019	6:11					Male		PP12 PRE Machines Advised VOSM Simon to remind [redacted] to take a substantial break.	jv031797	Responsible Gaming
Apr 27, 2019	7:39					Female		PP24 VIP Tables DSM Beck was informed that [redacted] has been playing for 48hrs with 2x4,5hrs break. DSM will remind [redacted] that min break requirement is 8hrs between play and to take break regularly.	ov360590	Responsible Gaming
Apr 27, 2019	7:47					Male		PP20 VIP Tables DSM Beck will remind patron to take break.	ov360590	Responsible Gaming
Apr 27, 2019	7:50					Female		PP20 VIP Tables	ov360590	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								DSM Beck will remind patron to take break.		
Apr 27, 2019	8:06					Female		PP16 VIP Machines Playing for 18 hours with only 4.5 hr break. VOSM Simon will remind patron to take substantial breaks.	jc017687	Responsible Gaming
Apr 27, 2019	8:12					Female		PP16 VIP Machines GM VOSM (Simon) advised [redacted] playing for over 18hrs with no significant breaks.	ov360590	Responsible Gaming
Apr 27, 2019	8:14					Female		PP16 VIP Machines GM VOSM (Simon) advised [redacted] playing for over 20hrs with no significant breaks.	ov360590	Responsible Gaming
Apr 27, 2019	8:15					Female		PP20 PRE Tables ACM (Matthew) informed patron has played for 21hrs and requires reminder to break.	ov360590	Responsible Gaming
Apr 27, 2019	8:16					Female		PP16 PRE Machines VOSM Simon will remind patron to take breaks	jc017687	Responsible Gaming
Apr 27, 2019	8:17					Male		PP16 PRE Tables ACM (Matthew) informed patron has played for 17hrs and requires reminder to break.	ov360590	Responsible Gaming
Apr 27, 2019	8:19					Female		PP12 PRE Tables ACM (Matthew) informed patron has played for 15hrs and requires reminder to break.	ov360590	Responsible Gaming
Apr 27, 2019	8:21					Male		PP12 PRE Machines VOSM Simon will remind patron to take breaks	jc017687	Responsible Gaming
Apr 27, 2019	8:25					Male		PP16hrs VIP Table Advised Mah Rm Intl ACM Christie to remind a patron to take a substantial break.	jc017687	Responsible Gaming
Apr 27, 2019	8:40					Female		PP16 MGF Machines RGA Oanh talked to [redacted] in Viet. She claimed to be in control of her gambling. She will be leaving in 2 hrs. East GM AM Russ informed.	jc017687	Responsible Gaming
Apr 27, 2019	9:05					Male		PP16 PRE Machines VOSM Simon has been informed to remind patron to take breaks.	jc017687	Responsible Gaming
Apr	9:06					Female		PP16	jc017687	Responsible



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
27, 2019								PRE Machines VOSM Simon has been informed to remind patron to take breaks.		Gaming
Apr 27, 2019	9:21					Male		PP16 MGF Tables Central ACM Elton will remind patron to take break.	jc017687	Responsible Gaming
Apr 27, 2019	9:32					Female		PP16 VIP Machines VOSM Simon has been informed by SMS.	jc017687	Responsible Gaming
Apr 27, 2019	9:40					Male		PP12 VIP Machines Mah Rm ACM Para will remind patron to take breaks.	jc017687	Responsible Gaming
Apr 27, 2019	9:45					Male		PP16 VIP Tables ACM informed patron has played for 18hrs and requires reminder to break - texted Para	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
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 27, 2019	12:35					Male		PP20 MGF Machines RGLO approached at D bank to remind [redacted] to take a substantial break. he claimed to be leaving in 10mins	ov360590	Responsible Gaming
Apr 27, 2019	12:54					Female		PP16 PRE Machines RGLO talked to [redacted] Advised that sleeping in the car is not acceptable. She said she will be leaving in 2 hrs.	jc017687	Responsible Gaming
Apr 27, 2019	13:04					Female		PP24 VIP Machines VOSM Elmerly was informed that [redacted] has been playing for more than 24hrs with no significant break. [redacted] has been directed to take 24hrs break returning no sooner than 1pm on 28/04/2019.	ov360590	Responsible Gaming
Apr 27, 2019	13:14					Female		PP16 PRE Tables ACM Andrew was advised and will remind patron to take substantial break.	ov360590	Responsible Gaming

RESPONSIBLE GAMING
NATURE OF SERVICE REPORT Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 27, 2019	13:16					Female		PP16 PRE Tables ACM Andrew was advised and will remind patron to take substantial break.	ov360590	Responsible Gaming
Apr 27, 2019	14:35					Male		PP16 MGF Machines RGA approached [redacted] and his wife [redacted] with SV coverage to advise them of their PP, T%C of PP explained. [redacted] claimed that they will attend an event later on upstairs and will leave before the 24hrs reached.	ov360590	Responsible Gaming
Apr 27, 2019	14:36					Female		PP16 MGF Machines RGA approached [redacted] and her husband [redacted] with SV coverage to advise them of their PP, T%C of PP explained. [redacted] claimed that they will attend an event later on upstairs and will leave before the 24hrs reached.	ov360590	Responsible Gaming
Apr 27, 2019	15:21					Male		PP20 PRE Tables TG ACM Andrew was advised and will remind [redacted] to take substantial break.	ov360590	Responsible Gaming
Apr 27, 2019	15:27					Female		PP24 VIP Tables Advised DSM Ross that [redacted] has returned to play after 4.5hrs of break. Ross called to advised that he has settle with [redacted] to play until 6pm and she will go to have her dinner then close her program to take the break required before returning home in the morning.	ov360590	Responsible Gaming
Apr 27, 2019	15:40					Male		PP16 VIP Tables ACM Adam was advised and will remind [redacted] to take regular break between play.	ov360590	Responsible Gaming
Apr 27, 2019	16:17					Male		PP20 MGF Machines Playing for 22 hrs. RGA attended and talked to [redacted]. He said he will be leaving in one hour.	jc017687	Responsible Gaming
Apr 27, 2019	17:52					Female		PP20 MGF Tables Played for 23.5 hours. Advised to take a substantial break. She left immediately.	jc017687	Responsible Gaming
Apr 27, 2019	17:52					Female		PP24 VIP Machines VOSM Tien was advised and will request [redacted] to leave for a significant break immediately. VOSM called back to inform that patron did not know of Crown play-period policy. Now patron is fully aware of play-period policy. VOSM Tien asked [redacted] to take two extra hours of break and then she will have taken a substantial break.	ov360590	Responsible Gaming
Apr 27, 2019	18:55					Female		PP20 PRE Tables A SMS sent to ACM Andrew was advised and will remind patron to take substantial break.	da027675	Responsible Gaming
Apr 28,	5:00					Female		PP20 MGF	BI017908	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
2019								Machines Spoke to [redacted] and direct to take another break at D bank. Informed VOSM Carmen.		
Apr 28 2019	5:22					Female		PP16 PRE Tables Advised TG ACM Mathew to remind [redacted] to take a substantial break.	da027675	Responsible Gaming
Apr 28 2019	5:29					Male		PP20 VIP Machines A text message sent to VOSM Elmery to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 28 2019	5:30					Male		PP20 VIP Machines A text message sent to VOSM Elmery to remind patron to take a substantial break.	BI017908	Responsible Gaming
Apr 28 2019	5:53					Female		PP12 MGF Machines Spoke to [redacted] about taking her break. Patron will be leaving soon. Informed GM AM Brent.	BI017908	Responsible Gaming
Apr 28 2019	6:53					Female		PP20 PRE Tables Maple ACM Mathew has been informed to remind patron to take break.	jc017687	Responsible Gaming
Apr 28 2019	6:54					Female		PP16 PRE Tables Maple ACM Mathew has been informed to remind patron to take break.	jc017687	Responsible Gaming
Apr 28 2019	6:55					Male		PP16 PRE Tables Maple ACM Mathew has been informed to remind patron to take break.	jc017687	Responsible Gaming
Apr 28 2019	7:11					Female		PP20hrs VIP Machines Advised GM VOSOM Elmery to remind patron to take substantial break.	jc017687	Responsible Gaming
Apr 28 2019	7:13					Male		PP20 VIP Machines A test message sent to VOSM Elmery to remind patron to take a substantial break. VOSM later called back to inform [redacted] was sleeping in the car earlier and this is not acceptable. VOSM Elmery has advised patron to take a substantial break.	jc017687	Responsible Gaming
Apr 28 2019	7:15					Male		PP16 VIP Machines A test message sent to VOSM Elmery to remind patron to take a substantial break.	jc017687	Responsible Gaming
Apr 28 2019	7:16					Female		PP16 VIP Machines A test message sent to VOSM Elmery to remind patron to take a substantial break. Her longest break was only 4 m.	jc017687	Responsible Gaming


RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 28, 2019	7:30					Male		PP16 MGF Machines VOSM was notified. JC spoke with [REDACTED] and reminded him to take regular breaks.	nm018947	Responsible Gaming
Apr 28, 2019	7:45					Female		PP16 MGF Gaming Machines Spoke with [REDACTED] and reminded her to take regular breaks. GM AM East (Robert) was notified.	nm018947	Responsible Gaming
Apr 28, 2019	8:18					Female		PP24 PRE Machines VOSM Elmerly has been informed. VOSM Elmerly has directed patron to take 24 break not to return before 8:30am 29/4/2019.	jc017687	Responsible Gaming
Apr 28, 2019	8:39					Male		PP20 MGF Machines RGA talked to [REDACTED] Crown Play-period policy explained and he left soon after.	jc017687	Responsible Gaming
Apr 28, 2019	8:45					Female		PP20 MGF Tables TG ACM Elton advised. ACM Elton later called back to inform that patron has been advised about Play Period Policy and that substantial break is nin 8 hrs. Patron claimed to have rested for 1x1hr and 1x2hr breaks but this is not sufficient. Patron stated she will be leaving in about one hour.	nm018947	Responsible Gaming
Apr 28, 2019	9:00					Male		PP16 MGF Machines Spoke with [REDACTED] and reminded him to teak regular breaks. GM AM Robert advised.	nm018947	Responsible Gaming
Apr 28, 2019	9:00					Female		PP12 MGF Machines Spoke with [REDACTED] and reminded her to take regular breaks. GM AM Robert advised.	nm018947	Responsible Gaming
Apr 28, 2019	9:16					Female		PP16 MGF Machines Has been playing for 17 hours. RGLO talked to patron. She is staying in house and went to rest for 4.5 hours. Advised her of Crown Play-period policy. She will be leaving in 2 hours. GM AM East informed.	jc017687	Responsible Gaming
Apr 28, 2019	9:40					Female		PP20 VIP Machines Advised GM VOSM.	nm018947	Responsible Gaming
Apr 28, 2019	9:52					Male		PP16 MGF Machines RGLO attended and talked to [REDACTED] in Mandarin. He understands Crown Play Period Policy. He said he will be leaving in one hour. Central ACM Elton informed.	jc017687	Responsible Gaming
Apr 28, 2019	10:08					Female		PP20 PRE Machines Maple/Teak ACM Matthew informed to reming patron to take breaks.	jc017687	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 28, 2019	10:45					Female		PP20 PRE Tables TG ACM (Andrew) advised [redacted] playing for 20hrs with no significant breaks.	ov360590	Responsible Gaming
Apr 28, 2019	11:00					Female		PP16 MGF Machines Playing for 18 hrs. She said she will have lunch at 12 noon and then she will head home. West GM AM informed.	jc017687	Responsible Gaming
Apr 28, 2019	11:39					Male		PP16 VIP Tables Advised Mah ACM Para to remind [redacted] to take a substantial break.	ov360590	Responsible Gaming
Apr 28, 2019	11:58					Female		PP20 PRE Tables ACM Andrew was advised [redacted] has been on site for 21hrs and to remind patron to take a break.	ov360590	Responsible Gaming
Apr 28, 2019	12:44					Male		PP16 PRE Tables ACM Andrew was advised [redacted] has been on site for 17hrs and to remind patron to take a break.	ov360590	Responsible Gaming
Apr 28, 2019	12:56					Female		PP16 VIP Tables Mah Rm Para will remind patron to take break.	jc017687	Responsible Gaming
Apr 28, 2019	12:57					Female		PP12 VIP Tables Longest break only 15 min. Mah Rm Para will remind patron to take break.	jc017687	Responsible Gaming
Apr 28, 2019	13:12					Female		PP16 PRE Machines VOSM Elmerly was advised [redacted] has been on site for 17hrs and to remind patron to take a break.	ov360590	Responsible Gaming
Apr 28, 2019	13:25					Female		PP16 VIP Tables ACM Para was advised [redacted] has been on site for 18hrs and to remind patron to take a break.	ov360590	Responsible Gaming
Apr 28, 2019	13:35					Male		PP16 MGF Machines RGA Joseph approached [redacted] while playing at C1307 and reminded him to take adequate breaks. [redacted] agreed; he did not show any observable signs.	ov360590	Responsible Gaming
Apr 28, 2019	15:49					Female		PP24 VIP Tables DSM Ralph was informed and will advise [redacted] to take break immediately.	ov360590	Responsible Gaming
Apr 28, 2019	16:13					Male		PP20 PRE Tables	ov360590	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								ACM Andrew was informed and will remind patron to take substantial break.		
Apr 28, 2019	17:41					Female		PP24 PRE Tables RGLO attended pit 8 and talked to [REDACTED]. She has been in the casino for 26 hr without substantial break. She did not use her card in the last 5hr. She told Oanh that she had lunch at Tia To and afterwards wandering around in the casino. She was asked to left the casino for 24 hrs. Offer [REDACTED] to use RGA mobile to contact her husband but she has her own mobile phone. She will contact him to go home together.	jc017687	Responsible Gaming
Apr 28, 2019	21:42					Female		PP20 VIP Tables Advised DSM BEN to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 29, 2019	2:00					Male		PP12 PRE Tables Alert ACM Darren of [REDACTED] Play Period in the Teak room. VIP1 patron.	BI017908	Responsible Gaming
Apr 29, 2019	2:10					Female		PP12 VIP Tables Alert ACM Mark of [REDACTED] Play Period. VIP1 patron.	BI017908	Responsible Gaming
Apr 29, 2019	2:30					Female		PP12 PRE Machines Alert VOSM Carmen of [REDACTED] PP. Playing in G Bank.	BI017908	Responsible Gaming
Apr 29, 2019	4:30					Female		PP16 VIP Tables A sms sent to TG ACM Adam to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 29, 2019	5:05					Male		PP16 PRE Tables Advised TG ACM Adam to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 29, 2019	5:11					Female		PP16 VIP Tables A sms sent to TG ACM Dean to remind patron to take a substantial break.	da027675	Responsible Gaming
Apr 29, 2019	8:50					Female		PP20 PRE Machines VOSM Elmerly informed patron has reached 21 hrs and requires substantial break.	vm370923	Responsible Gaming
Apr 29, 2019	9:03					Female		PP16 PRE Machines VOSM Elmerly informed patron has reached 18hrs and requirs substantial break.	vm370923	Responsible Gaming
Apr 29, 2019	11:42					Male		PP16 VIP Tables	vm370923	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								ACM Para informed patron has played for 19hrs and requires substantial break.		
Apr 29, 2019	14:59					Female		PP20 VIP Tables DSM Ralph informed patron has reached 22.5hrs and requires reminder to take a break.	vm370923	Responsible Gaming
Apr 29, 2019	15:02					Female		PP24 VIP Machines Patron returned after only taking a 5.5hr break. VOSM Carly informed.	vm370923	Responsible Gaming
Apr 29, 2019	15:20					Female		VOSM Elmyr advised that [REDACTED] does not want to leave and want to stay at premises. RGA asked if VOSM instructed [REDACTED] to take 8 hours break, but VOSM responded "I just tell the patrons to take substantial break". RGA went to the Teak room to talk to [REDACTED] but by the time of arrival, [REDACTED] had left the machine (G-8401). No contact.	rz034057	Host
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
Apr 29, 2019	19:14					Female		PP16 PRE Tables ACM Adam was advised and will remind patron to take regular break.	ov360590	Responsible Gaming
Apr 29, 2019	22:37					Male		PP20 MGF Machines RGA attended C bank and talked to [REDACTED]. He is now driving patrons from Springvale to Crown Casino. Today he has brought 8 patrons to Crown in two trips using his car. Advised [REDACTED] of Crown Play-period policy and he needs to leave in 1.5 hours. [REDACTED] has decided to take all his patrons back to Springvale soon. RGSC business card issued. He claimed he does not gamble often.	jc017687	Responsible Gaming
Apr 29, 2019	22:41					Female		PP12 VIP Tables ACM Mark was advised and will remind patron to take substantial break.	ov360590	Responsible Gaming
Apr 29, 2019	23:35					Female		PP24 VIP Tables DSM Ben informed patron has played over 24hrs with 1x5hrs break and requires reminder to take a break.	ov360590	Responsible Gaming
Apr 30, 2019	2:05					Female		PP20 PRE Tables Playing for 23 hr and 45 min. RGA attended and escorted [REDACTED] to Main Cage to cash in her chips and then she left the gaming floor immediately. Crown Play-period policy explained. She claimed to be in control of her gambling. RGC business card issued.	jc017687	Responsible Gaming
Apr 30, 2019	3:13					Male		PP16 PRE Machines Advised ACM Dean that [REDACTED] has been playing for 19hrs and need a reminder to take break.	ov360590	Responsible Gaming
Apr 30, 2019	3:15					Female		PP12 VIP Machines Playing for 13hrs and 46mins hrs with longest break of 6mins. Advised VOSM Richard to monitor and remind patron to take breaks.	ov360590	Responsible Gaming



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 30, 2019	3:17					Female		PP12 VIP Machines Playing for 12hrs with longest break of 13mins. Advised VOSM Richard to monitor and remind patron to take breaks.	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
Apr 30, 2019	7:04					Female		PP16 PRE Table Games VOSM Emery advised that [redacted] had been playing for 16 hours. VOSM will remind patron to take a break.	rz034057	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
Apr 30, 2019	8:55					Female		PP12 VIP Tables Advised TG ACM Mahogany Para that the patron was playing for 12 hours. TG ACM will remind patron to take substantial break.	rz034057	MIS
Apr 30, 2019	10:08					Female		PP12 VIP Tables Advised TG ACM Mahogany Para that the patron had been playing for 12.5 hours. TG ACM will remind patron to take a substantial break.	rz034057	Responsible Gaming
Apr 30, 2019	19:30					Female		PP24 PRE Tables RGA approached [redacted] to advised her about her PP, as long as she saw me she stated " It's home time?" advised [redacted] to take a 24hrs break returning no prior to 7:30pm on 01/05/2019. [redacted] left immediately. ACM Pauline was advised.	ov360590	Responsible Gaming
Apr 30, 2019	19:35					Female		PP24 MGF Machines RGA attended and directed patron to take 24 hr break. VOSM informed by SMS.	jc017687	Responsible Gaming
Apr 30, 2019	20:37					Female		PP20 VIP Tables Informed DSM Ben that [redacted] has been playing for almost 24hrs and need to take a significant break.	ov360590	Responsible Gaming
Apr 30, 2019	20:59					Male		PP20 VIP Machines Played for 22 hrs with many 0 min ratings. SMS sent to VOSM to check on patron.	jc017687	Responsible Gaming
Apr 30, 2019	21:53					Female		PP24 PRE Tables RGA Joseph approached to request [redacted] to take a 24hrs break returning no prior to 10pm 01/05/2019. ACM Pauline was advised.	ov360590	Responsible Gaming
Apr	22:00					Male		PP16	ov360590	Responsible



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
30 2019								PRE Tables ACM Pauline was advised and will remind patron to take substantial break.		Gaming
May 1, 2019	4:47					Male		PP16 MGF Machines RGA talked to [REDACTED]. He first accused RGA of "picking on him". Advised him of Crown Play-period Policy and RGA is concerning about his welfare. He then thanked us for our kindness and walked off.	jc017687	Responsible Gaming
May 1, 2019	7:10					Female		PP24 PRE Tables TG AM Glenn phoned to advise that [REDACTED] is back prior to completing 24-hour break off the gaming floor. I approached [REDACTED] and reminded her of the break that was imposed on her. She complied and I escorted her off the gaming floor thru Ming's. Greg (SV) provided coverage. Patron returning no prior to 10 pm 01/05/19.	jv031797	Table Games
May 1, 2019	8:44					Male		PP16 PRE Tables TG ACM (Dean) advised [REDACTED] playing for 18hrs with no significant breaks.	fb022711	Responsible Gaming
May 1, 2019	11:26					Female		PP16 MGF Machines Spoke to [REDACTED] and asked her to take a substantial break [REDACTED] wasn't very talkative and said yes she would.	pf370890	Responsible Gaming
May 1, 2019	12:22					Female		PP16 PRE Tables TG ACM (Chris) advised [REDACTED] playing for 17hrs with a 3.5hr break.	fb022711	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
May 1, 2019	12:22					Female		PP16 PRE Tables TG ACM (Chris) advised [REDACTED] playing for 19hrs with 2 x 3.5hr breaks.	fb022711	Responsible Gaming
May 1, 2019	12:22					Male		PP16 PRE Tables TG ACM (Chris) advised [REDACTED] playing for 18hrs with no significant breaks.	fb022711	Responsible Gaming
May 1, 2019	14:58					Female		PP16 PRE Tables GM VOSM (Carman) advised [REDACTED] playing for 16hrs with no significant break (playing on EGMs).	fb022711	Responsible Gaming
May 1, 2019	19:30					Male		PP20 VIP Machines VOSM informed patron has reached 20hrs, requires substantial break.	vm370923	Responsible Gaming
May 1, 2019	19:40					Male		PP20 VIP Machines	vm370923	Responsible Gaming

RESPONSIBLE GAMING
NATURE OF SERVICE REPORT
 Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								VOSM informed patron has reached 21hrs and requires substantial break.		
May 1, 2019	20:39					Female		PP24 MGF Tables ACM could not be contacted. AM Matthew informed [redacted] has reached 24hrs but could not be located on table. Placed on pager.	vm370923	Responsible Gaming
May 1, 2019	20:51					Female		PP24 MGF Tables DSM Ben informed patron has exceeded 24hrs and requires substantial break.	vm370923	Responsible Gaming
May 1, 2019	21:13					Male		PP20 MGF Tables ACM Gordon has been informed [redacted] has reached 20hrs and requires reminder to take a break.	vm370923	Responsible Gaming

Nature of Service: Welfare										
Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 1, 2019	9:33					Male		VOSM Alison Franceshini referred [redacted] due to a number of unsavoury comments written on Crown comment cards. Advised Alison to contact RGLO for a welfare check.	jp025083	Host
Apr 1, 2019	19:56					Male		TG AM Rick phoned to advise that [redacted] was distressed and claimed that he lost \$60,000. Approached [redacted] while playing at 3111 in Poker room and spoke to him on a dead table. [redacted] claimed to lose \$8,000 and not \$60,000. He did not show any observable signs and claimed that he has no gambling issues. He stated that he is fully aware of what he is doing. [redacted] was advised of some RG strategies, availability of RGSC, to try 100-day challenge and was referred to GH for counselling. [redacted] accepted RGSC card.	ju031797	Responsible Gaming
Apr 2, 2019	3:25					Male		Pager alert. Approached [redacted] while playing at pit 0908. [redacted] was reminded of his unsettled balance of \$16 for car park. [redacted] stated that he did not receive any invoice in the mail. Advised [redacted] how to pay at the pay stations and that it will be best if he pays before he leaves the casino today. Reminded [redacted] of escalation of WOL if fees remain unpaid. [redacted] claimed not to have gambling issues. He was advised of RGSC services and business card was accepted. Patron was removed from pager.	ju031797	Responsible Gaming
Apr 2, 2019	5:47					Male		[redacted] approached CR desk requesting for a card reprint. I greeted him and asked how his morning was going and he replied, "I have been losing a lot of money lately." [redacted] claimed not to have gambling issues and that he is in control of his gambling. Informed [redacted] of RGSC services and availability. RGSC business card accepted.	ju031797	Responsible Gaming
Apr 2, 2019	18:00					Male		RGLO please do thorough observation but DO NOT APPROACH. Please record in SEER and send email separately to Leon and delete from pager.	BIO17908	Responsible Gaming
Apr 3, 2019	0:58					Male		Pager alert. Conducted a welfare chat with [redacted] regarding the incident in Teak on the 31/03 (please refer to previous SEER entry). [redacted] stated that he was upset during the night the incident happened because he received a call from his family overseas informing him of the death of his nephew. [redacted] claimed to be very comfortable and in control of his gambling. [redacted] spoke at length about his disappointment regarding his membership being downgraded from Plat to Gold. [redacted] was more concerned about his Plat membership being restored. He also mentioned about his brother who passed away very recently. RGSC services were explained and business card accepted.	ju031797	Responsible Gaming
Apr 3, 2019	1:27					Male		During a conversation with [redacted] who I came across with on the gaming floor, (whom I had first interaction with yesterday, 02/04), he mentioned that he just got out of jail in December, 2018 on robbery charges and that he does not have a permanent address and is currently living in a crisis accommodation. He also mentioned that he is currently managing his drug addiction and was previously on Methadone (a replacement for heroin and opioids as part of treatment) program. He currently works for The Big Issue selling magazines around Southern Cross and Bourke St. And that he has plans of turning his life around. He said that he now chooses to hang out with people who can only have positive impact on his life. Advised [redacted] that with his situation, the casino is not the best place for him during this stage of his life. [redacted] said that he has no gambling issues and that he is a 'happy loser' and not a sore loser. Reminded [redacted] of RGSC services and was very thankful of the chat.	ju031797	Responsible Gaming
Apr 3, 2019	10:48					Male		Informed by Leon to put [redacted] on Rg Pager, SYCO warning, and SYCO Komm to conduct a welfare check on him. Pls offer our services and also give a warning to [redacted] that further unacceptable behaviour will result in WOL. Once welfare check is conducted, pls delete from pager, SYCO warning message and update SYCO Komm.	jc017687	Responsible Gaming
Apr 3, 2019	18:17					Male		Informed by Teak Mgr Alison that [redacted] was playing in Riverside Rm. RGLO attended with Teak Mgr Alison and had a lengthy with [redacted] does not have contact telephone number so unable to contact him by phone. Advised [redacted] to raise any future concerns with Rm Mgr on duty and sort things out there and then which he agreed. RGSC services offered and business card issued. He claimed to be in control of his gaming. He showed the stamped envelope he uses to post his winning home. Advised him to use a safer option of Crown account facility whereby he could deposit his cash into his Crown account instead of post the cash home.	jc017687	Gaming Machines

RESPONSIBLE GAMING
NATURE OF SERVICE REPORT
 Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
Apr 5, 2019	23:10					Female		Received a call from GM Area Manager Calista requesting an RGLO to D4601. I attended and met with Calista and she said that patron was very unhappy with the EGMs and she lost a lot of money. I spoke with she said she was extremely angry with the EGMs and they don't pay out anymore. She said someone has changed the computer chips and everyone is losing money and they're all very unhappy. assured me she didn't have any gambling issues and is in control of her spending, she is just annoyed with the payouts of the EGMs. demanded to speak with someone in head office, Calista decided to call the VCGLR to speak with her. I had a lengthy chat with until the VCGLR arrived and Neil took the patron aside to speak with her. Advised Calista if she needed further assistance from an RGLO to give us a call.	nm018947	Gaming Machines
Apr 6, 2019	2:25					Male		Mah ACM Mark called to advise that there was an Indian male crying at the table and upon checking he claimed that he was fine. RGLO was approaching Mahogany room where Mark called back to informed that has left the area and he said he was ok. Nil contact to RGLO.	jp025063	Table Games
Apr 6, 2019	3:34					Male		Informed by Mah Rm ACM Mark that was seen emotional in the Mah Rm. RGLO attended and talked to on a dead table. claimed to have lost \$9K tonight and has \$4K in his hand. initially claimed that his emotional stage is caused by the alcohol he consumed earlier. But he is feeling fine now. Advised to stick with non-alcohol drinks from now on. He also mentioned about trying to make money in the casino to cover his debt. RG strategies informed. RGSC services offered and business card issued. He decided to continue playing in the room. Advised ACM to monitor and call RGLO for further issues.	jc017687	Table Games
Apr 7, 2019	16:28					Female		Luke (SV) called advising that TG AM Alex advised that he noticed has been playing for a long period today and was in the casino yesterday wearing the same outfit. Approached who appeared tired. stated that she came to the casino at 11 am. She said she is waiting for her boyfriend to pick her up in an hour. was uncarded and advised her to leave in half an hour and have an 8-hour break. TG AM Alex and Dan was advised. Luke provided coverage.	ju031797	Surveillance
Apr 7, 2019	16:47	Personal Information		RGC Male	Unknown	Male		Pager Alert requiring RGLO at pit 2209. Spoke to Narelle regarding an unidentified male patron who was playing at the table who was being convinced to leave by a friend. According to Narelle the male patron was losing and starting to get agitated. I have observed that the (male) friend of the patron was trying to convince the patron to leave but before I was able to assess the patron, they both left the table. Advised Narelle that the friend seemed to be intoxicated by his gestures.	ju031797	Table Games
Apr 7, 2019	16:57	Personal Information		RGC Male	Unknown	Male		Pager alerted for the same table (please refer to previous SEER entry). Attended pit 22 and Narelle advised that the male patrons are back. This time, the patron has 3 male friends with him with one drink each. TG AM Narelle advised that the patron is not a concern anymore as he is no longer playing. She observed that it seemed to be more of an RSA issue than RG issue, but encouraged her to call us again will there be any RG concerns.	ju031797	Table Games
Apr 8, 2019	0:27					Female		Alex TG AM advised that was playing in Pit 8. had an earlier interaction with RGLO, and was advised not to return before 00:30, but was spotted in pit 8 before midnight by AM. played un-carded and was not receptive to RGLO's advice trying to negotiate more time to play, stating "I do not know my address and I need half an hour to recharge my phone". Half an hour for recharge of the phone was allowed as long as she does not go back on the gaming floor. Patron left via Mings entry and placed her phone on charge near pit 11. SSO at the door was advised. RGSC card was issued and patron appeared somewhat argumentative. George helped with interpretation.	rz034057	Table Games
Apr 8, 2019	21:39	Personal Information		RGC Female	Unknown	Female	Personal Information	Received a call from Darcy (Area Manager) advising that a female patron wore the same clothes from last night. I approached her for a welfare check. Patron was in the casino last night but she had a long break just came one hour ago. I advised her to take a regular break. Surveillance advised.	gj014364	Gaming Machines
Apr 10, 2019	13:30					Male		While canvassing approached to ask about PP. He noticed a stronger enforcement of patrons been asked to leave. Self care explained and some strategies to adopt such as 100 days challenge. admitted to have a lonely life and doesn't come often due to not having money. He doesn't have debt and only spend money that he can afford. I suggested talking with Vietnamese counselling and some strategies to limit his time and find activities to engage in. Refer to SICMAA.	BI017908	Self
Apr 10, 2019	21:39	Personal Information				Male		TG AM Sonia phoned to advise that she noticed an unidentified Asian male patron who seemed to be in 'pain' at pit 10. Spoke to the male patron with the help of TG dealer with Chinese translation. Patron initially claimed to be in the casino since 12 noon, then changed it to 4:30 pm. Patron is uncarded and refused to give details. Patron claimed not to be in pain. TG staff requested to monitor; Lauren (SV) informed.	ju031797	Table Games
Apr 11, 2019	1:40	Personal Information				Male		TG AM Sonia phoned to advise that is still in pit 10. I found with his eyes closed sitting at pit 10 looking tired. insisted to stay and play some more. It took a while to convince him to go home. is very frail and walks with the aid of a wheeled walker. He was advised to have an 8-hour break. SSO 21 cashed in \$475 chips and \$5 TITO ticket for TG dealer Limei assisted with Chinese translation. RGLO Phionna liaised with TG AM and COMMS. boarded a taxi (#9148) at the Atrium at 2:43 am.	ju031797	Table Games
Apr 11, 2019	20:45					Male		Premium host Terry Le has placed on his pager for a welfare check after discussion at VIP meeting.	jp025063	Host
Apr 12, 2019	2:05	Personal Information		RGC Male	Unknown	Male		Received page for table 2216. TG AM Mike said that dealer passed onto him that Caucasian male, late 30s make comment about losing his \$1000 today and want to self-harm. Patron was uncarded and with another mate. Patron had just been removed by SSO and RSA for intoxication. TG AM Mike said that if he see patron again next time he will page RGA.	BI017908	Table Games
Apr 13, 2019	14:55					Male		In response to pager, spoke to patron about parking and responsible gambling. denied being spoken to by RGA this morning. Photo updated. Deleted from pager.	vm370923	Responsible Gaming
Apr 13, 2019	17:00					Male		In response to pager attended M0903 to speak to. I introduced myself and asked to have a quick chat if he would come away from the EGM. replied 'I do not want to speak to Responsible Gaming' and continued to play.	vm370923	Responsible Gaming
Apr 14, 2019	23:15					Male		Pager alert : RGLO attended D bank and talked to. He acknowledged that he was upset the other day when he was asked to leave while he was chasing the B'day Bonus. Explained to him that he was asked to leave because he has been playing for over 24 hours. Reiterated Crown Play-Period policy. Being aggro towards staff is unacceptable and any further incident may result in WOL. Advised him of RG strategy of setting time and spending limits. RGSC services offered and business card issued.	jc017687	Responsible Gaming
Apr	12:00					Female		TG AM Christian phoned to advise that he caught sleeping. Approached and told her to take a substantial break. Advised her of the expectations around Play periods. Ben	ju031797	Table



RESPONSIBLE GAMING
NATURE OF SERVICE REPORT

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Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
15 2019								(SV) provided coverage. Information passed on to TG AM Laini to monitor.		Games
Apr 16 2019	18:45					Male		In response to pager alert, RGLO attended B1702 to talk to [REDACTED]. Upon entering the room, RGLO approached Carly (Host) and explained that RGLO needs to conduct welfare check on [REDACTED]. RGLO did not get the chance to talk to [REDACTED] as the patron stopped playing while RGLO discussed options with Carly. [REDACTED] remains on the pager.	rz034057	Responsible Gaming
Apr 17 2019	20:54					Female		Riverside Host Vicki phoned to advise that [REDACTED] was upset, stated that she lost \$2,000 and that she has a hospital appointment the next day and she will not attend as she said, "I'd rather die." Approached [REDACTED] and as I introduced myself, she said, "Oh, they called you." She denied of having any gambling issues and that she said she was not serious about what she said. [REDACTED] stated that she was crying due to combination of losing and her health issues. Advised her of some RG strategies such as having a budget when she comes to the casino and not to bring her ATM cards. RGC services were explained and BC accepted. Renee (SV) provided coverage.	fv031797	Gaming Machines
Apr 18 2019	1:24					Female		TG AM (Michelle) advised female in Pit 8 identified by dealer as wearing the same clothes for 24hrs. Attended and spoke with female identified as [REDACTED] she said she was wearing the same clothing "the day before yesterday" and hadn't arrived until 18:00 on 17/04 (ratings show buy-in at 18:25). No observable signs displayed; reminded [REDACTED] to take regular breaks.	fb022711	Table Games
Apr 18 2019	18:45					Male		[REDACTED] personal host Andy escorted him to the RGC. RG services mention and [REDACTED] was very comfortable with his level and control, "I've been gamble since I'm 18". Patron was most polite and but did not divulge any information. [REDACTED] was with his partner when he made the call to the RGC. Encourage him to speak with his host or us at any time if he need s any support or to talk.	BI017908	Gaming Machines
Apr 18 2019	22:51	Person		RGC Male	Unknown	Male		Received a page from pit 0703 requiring an RGLO. HD TG AM Tania expressed concerns that unknown male patron was showing frustration every time he looses a hand, slamming his chips, and getting agitated. Advised Tania that the male patron looked intoxicated. She said she called RGA as it is gaming and not a RSA concern. As I was observing patron, he stood up and walked towards where I was where I took the chance to talk to him. Patron claimed to have no gambling issues but clearly intoxicated. Advised Tania and referred patron to security.	fv031797	Table Games
Apr 20 2019	0:50					Male		While canvassing spoke with regular patron and he revealed about his gambling and relationship. Relocated to the RGSC and explained about counselling and some strategies. Patron wanted to remain anonymous but has a membership. Patron accepted business card and encouraged to see us and to speak with GH.	BI017908	Responsible Gaming
Apr 20 2019	20:45					Female		Maple ACM Adam informed that [REDACTED] was playing uncarded but he believed she had been here since yesterday in the same distinct clothing. Dealer Wansheng LIN 352084 assisted with interpreting. Patron claimed that her gaming is in control, and had a break between 9am to 4pm. No observable sign and patron looked fresh. Patron was directed to take 24 hours break by Adam and warned that she must take regular breaks in the future or she may be issued with WOL. Patron verbally provided ID, there had been similar incident in 2018.	BI017908	Table Games
Apr 21 2019	21:45					Female		PP24 PRE Tables Maple TG AM Chris advised that staff has identified [REDACTED] has been around for along time wearing the same clothing. SV was advised I approached [REDACTED] for a welfare check, she stated that she has been around for more than 1 day and haven't been sleeping. T&C of PP explained when [REDACTED] agreed to leave immediately. [REDACTED] claimed she has lost a lot of money but is in control of her gambling. I walked her to change her money and Southern Port Taxi rank.	ov360590	Table Games
Apr 26 2019	0:12					Female		While canvassing the floor, I observed [REDACTED] walking pass Jackpot bar in tears. I followed her as she settled in F7502. When asked why she was upset, her response was, "Men!" [REDACTED] advised that she is just having relationship issues and that she will be fine. She claimed not to have any gambling issues. RGC card was accepted. [REDACTED] was very grateful about the chat. Brian (SV) provided coverage.	fv031797	Responsible Gaming
Apr 26 2019	8:45					Male		Locate [REDACTED] in pit 9 and playing. [REDACTED] admitted that he left home yesterday morning and went for work then after he came to casino. Advised [REDACTED] that his wife is looking for him. I offered him our mobile for call which he declined. RG services explained. According to [REDACTED] gambling is under control.	da027675	Responsible Gaming
Apr 27 2019	18:10					Male		[REDACTED] came to attention due to losing his mobile phone and he asked one of the attendant some money to travel home. [REDACTED] is on medication for Parkinson. He is from the country but is staying with his son in St Albans. [REDACTED] travelled to the casino by public bus and he has a travel card. I brought him to the bus stop but was apparent that patron is confused. Return to the CT lobby to wait for VICPOL and ascertained his correct address. Due to Vietnamese patrons in the RGC Dinesh took over.	BI017908	Gaming Machines
Apr 27 2019	19:30					Male		Took over at Crown Towers lobby, I find out his [REDACTED] and passed to Vic POL when they arrived and they take him away.	da027675	Gaming Machines
Apr 28 2019	11:10					Female		Sighted [REDACTED] was playing at pit 12. I approached to say hi and talked to her about play period and staying here too long. [REDACTED] stated that she is waiting for the restaurant to open so she will have her lunch, she will be leaving right after lunch, T&C reinstated and advised to take break between play.	ov360590	Responsible Gaming
Apr 28 2019	17:24					Female		Sighted [REDACTED] was playing at pit 12. I approached to ask why she still here and that she should be going home for some rest. she stated that she came in at 7pm yesterday and will be leaving soon around 6pm. upon checking her SYCO rating she started playing at 3pm 27/04. RGLO Joseph will request [REDACTED] to go home immediately.	ov360590	Responsible Gaming
Apr 29 2019	5:23					Female		While canvassing, EGM Rhonda pointed out patron who she had noticed looked for residual credits and pick up cards left behind to swipe for coffee. She had been here every night in the same clothing. I spoke with patron as she came in from the Western Porte and patron was very defensive. She claimed to wait for the tram and did not have issue with her gaming. Patron did not want any attention or assistance.	BI017908	Gaming Machines

CROWN RESPONSIBLE GAMING NATURE OF SERVICE REPORT Between Apr 1, 2019 and May 1, 2019

Date	Time	Person ID	SYCO No	Given Name	Surname	Gender	Date of Birth	Registration Comments	Created By	Referred By
								I passed on information from Rhonda to SSM Zoran and did not engage with patron anymore.		
Apr 30, 2019	0:48					Female		████ sighted me walking pass, she called me over to talk. She stated that she is a lot happier and has her situation sorted out. █████ and I had a lengthy chat about her life and how she is spending a lot of times at Crown. Advised her to seek other social activities outside and should have good rest between play. RG services explained.	ov360590	Responsible Gaming
Apr 30, 2019	22:08	Personal		RGA	Personal Information	Male		Sighted patron walking outside Maple Rm. He was holding the gapping hole at the back of his trousers. He also has strong body odour. RGA approached patron and asked him to go home to freshen himself up before coming into casino. Patron did not mention about RG issues and he left immediately.	jc017687	Responsible Gaming
May 1, 2019	1:48					Female		TG AM Central Katrina called to request a welfare check on a patron who I found to be name ██████████. Katrina stated that █████ has told TG staff the she lost her husband and spending too much time at Crown and has lost a lot of money. With coverage from SV I approached to talk to █████ who claimed to have no problem gambling and just here at Crown to have fun. Advised of RG services and recommended to go home for some rest.	ov360590	Table Games
May 1, 2019	2:30					Male		Received call from Vegas Bar Manager HD Alana that ██████████ ██████████ ██████████ were seen wearing the same clothings for some days. RGLO then approached with SV coverage and talked to all three patrons. Advised all three to freshen themselves up and have change of clothing before coming to casino. They claimed to in control of their gambling. ██████████ and ██████████ show no observable signs and they will stay until 4am. ██████████ was falling asleep and was asked to left. He left soon after. RGC services offered and business card issued.	jc017687	Food & Beverage
May 1, 2019	2:39					Male		Received call from Vegas Bar Manager HD Alana that ██████████ ██████████ ██████████ were seen wearing the same clothings for some days. RGLO then approached with SV coverage and talked to all three patrons. Advised all three to freshen themselves up and have change of clothing before coming to casino. They claimed to in control of their gambling. ██████████ and ██████████ show no observable signs and they will stay until 4am. ██████████ was falling asleep and was asked to left. He left soon after. RGC services offered and business card issued.	jc017687	Responsible Gaming
May 1, 2019	19:55					Female		Pager alert. ██████████ on G-0902. RGA attended and together with Teak receptionist had a conversation with ██████████ claimed to be ok and her gambling is under control but when asked, she said her "daughter is somewhere around". Patron was by herself on G-0902. Please refer to previous comments.	rz034057	Responsible Gaming