

# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2018






Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 19/10/2018 7:18:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Breach of Self Exclusion</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> rz034057</p>	<p>Paul SV advised that [REDACTED] was in Pit 9. RGLO attended and met with SSO #77, but [REDACTED] left the floor via Lucky Chan's exit before being approached.</p>	[REDACTED]
<p><b>Date / Time</b> 19/10/2018 8:00:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Data Follow up</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> gj014394</p>	<p>Data follow up. [REDACTED] was happy for his playing. no issue.</p>	[REDACTED]
<p><b>Date / Time</b> 19/10/2018 10:09:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> gj014394</p>	<p>PP20hrs MGF Table-Games</p> <p>Advised Dean ACM to reminder a patron for a break.</p>	[REDACTED]
<p><b>Date / Time</b> 19/10/2018 10:11:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> gj014394</p>	<p>PP20hrs MGF Table-Games</p> <p>Advised Dean ACM to reminder a patron for a break.</p>	[REDACTED]
<p><b>Date / Time</b> 19/10/2018 10:12:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> gj014394</p>	<p>PP20hrs MGF Table-Games</p> <p>Advised Dean ACM to reminder a patron for a break.</p>	[REDACTED]



## RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2018

Person Registration Details		Comments	Photo
<b>Date / Time</b> 19/10/2018 10:13:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> gj014394	PP20hrs MGF Gaming-Machines  Advised Maria in Riverside to reminder a patron for a break.	[REDACTED]	
<b>Date / Time</b> 19/10/2018 10:14:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> gj014394	PP20hrs MGF Gaming-Machines  GM AM Cariyasked to remind [REDACTED] to take regular breaks.  SYCO,J4407,Gold / GM,Reminder - 20hrs	[REDACTED]	
<b>Date / Time</b> 19/10/2018 10:18:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Syco report checked 9:00am	 PHOTO REQUIRED	
<b>Date / Time</b> 19/10/2018 10:26:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> rz034057	Canvassed gaming floor around EGM and FATG areas.	PHOTO REQUIRED  	
<b>Date / Time</b> 19/10/2018 10:50:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Data Follow up <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Data follow up. [REDACTED] was happy for his playing. no issue.	PHOTO REQUIRED  	
<b>Date / Time</b> 19/10/2018 10:54:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Information <b>Referral Location</b> Gambler's Help Counselling Service <b>RGA</b> mo386705	[REDACTED] attended RGSC and was upset about the declined revocation letter he received due to an attempted breach and furthermore he wanted to know his boundaries at Crown surrounding his SE order. Explained to [REDACTED] that his SE order only prohibits him from entering Crown's gaming floor and he can visit restaurants, retail and hotels etc. [REDACTED] would like an explanation about his attempted breach as he stated he had no intentions to enter the gaming floor and was merely 'catching up and saying hello' to an old friend who was the security guard on shift at the entry point. Will escalate to Leon.	[REDACTED]	



# RESPONSIBLE GAMING


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Person Registration Details	Comments	Photo
<b>Date / Time</b> 19/10/2018 10:57:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> Gambler's Help Counselling Service <b>RGA</b> rz034057	Paul SV advised that [REDACTED] was in Pit 8. RGLO attended and together with SSO #34 escorted [REDACTED] out via Mings entry. RGSC card was provided and patron advised to seek counselling.	[REDACTED]
<b>Date / Time</b> 19/10/2018 11:37:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> jc017687	Informed by Laurie in SV that [REDACTED] was in pit 10/11. Once spotted SSO, [REDACTED] decamped thru Monte exit. Nil contact by RGLO.	[REDACTED]
<b>Date / Time</b> 19/10/2018 12:00:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Medical <b>Referral Location</b> General Health Services <b>RGA</b> lp025083	Observed [REDACTED] in the Food Court with Security. [REDACTED] had over medicated and CFAO were in attendance. Security advised [REDACTED] he was not allowed on site and he was being taken to the Alfred for further monitoring.	[REDACTED]
<b>Date / Time</b> 19/10/2018 12:55:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> rz034057	Paul SV advised that [REDACTED] attempted and was refused entry onto the gaming floor at Food Court. RGLO was notified after the fact.	[REDACTED]
<b>Date / Time</b> 19/10/2018 1:02:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> lp025083	Observed and deleted from pager [REDACTED]	 PHOTO REQUIRED
<b>Date / Time</b> 19/10/2018 1:11:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Syco report checked 1:00pm	 PHOTO REQUIRED



## RESPONSIBLE GAMING







DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2018

Person Registration Details		Comments	Photo
<b>Date / Time</b> 19/10/2018 1:29:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Application <b>Referral Location</b> No Referral <b>RGA</b> bp354596	RG OP met with patron and patron has been allowed to send his counsellor report for the the revocation application. Email sent to advise patron.	[REDACTED]	
<b>Date / Time</b> 19/10/2018 1:30:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> Gambler's Help Counselling Service <b>RGA</b> gj014394	Paul SV advised that [REDACTED] was in pit 12. I attended and met with SSO #141. [REDACTED] was hiding in male toilet. He was removed from gaming floor via Mings entry and advised to seek counselling.	[REDACTED]	
<b>Date / Time</b> 19/10/2018 1:45:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> WOL <b>Referral Location</b> No Referral <b>RGA</b> bp354596	Patron contacted and advised of her situation of being ban from Crown by confirming her surname and name; directed her to contact [REDACTED] due to her WOL status. No patron's address and date of birth have been placed on her profile; patron advised of her DOB as [REDACTED]	[REDACTED]	
<b>Date / Time</b> 19/10/2018 2:20:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Deleted from pager.	[REDACTED]	
<b>Date / Time</b> 19/10/2018 2:20:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Deleted from pager.	[REDACTED]	
<b>Date / Time</b> 19/10/2018 2:24:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Pers <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Macau's mass market baccarat enjoys 21.5% surge in 3Q18 <a href="http://asgam.com/index.php/2018/10/18/macaus-mass-market-baccarat-enjoys-21-5-surge-in-3q18/">http://asgam.com/index.php/2018/10/18/macaus-mass-market-baccarat-enjoys-21-5-surge-in-3q18/</a>	 PHOTO REQUIRED	



## RESPONSIBLE GAMING


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Person Registration Details		Comments	Photo
<b>Date / Time</b> 19/10/2018 2:26:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Persq <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Sega Sammy wants involvement in "majority" of Japan IR projects  <a href="http://asgam.com/index.php/2018/10/18/macau-gaming-stock-decline-presents-12-month-investment-opportunity-jp-morgan/">http://asgam.com/index.php/2018/10/18/macau-gaming-stock-decline-presents-12-month-investment-opportunity-jp-morgan/</a>	 PHOTO REQUIRED	
<b>Date / Time</b> 19/10/2018 2:26:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Data Follow up <b>Referral Location</b> No Referral <b>RGA</b> rz034057	Pager alert P was in Pit 10/06. RGLO attended but patron moved on. Nil contact.		
<b>Date / Time</b> 19/10/2018 2:27:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Persq <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Tourists paying higher prices as Macau hotel costs soar  <a href="http://asgam.com/index.php/2018/10/16/tourists-paying-higher-prices-as-macau-hotel-costs-soar/">http://asgam.com/index.php/2018/10/16/tourists-paying-higher-prices-as-macau-hotel-costs-soar/</a>	 PHOTO REQUIRED	
<b>Date / Time</b> 19/10/2018 2:29:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Persq <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Partnership between government and private sector key to Macau's diversification  <a href="http://asgam.com/index.php/2018/10/16/tourists-paying-higher-prices-as-macau-hotel-costs-soar/">http://asgam.com/index.php/2018/10/16/tourists-paying-higher-prices-as-macau-hotel-costs-soar/</a>	 PHOTO REQUIRED	
<b>Date / Time</b> 19/10/2018 3:36:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Paul SV advised that [REDACTED] was removed from BA1207 via Mings entry by security after ID checking. She was picked up by [REDACTED]		
<b>Date / Time</b> 19/10/2018 3:39:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> gj014394	Paul SV advised that [REDACTED] went to Las Vegas cashier for changing her chips then decamped via basement car park.		




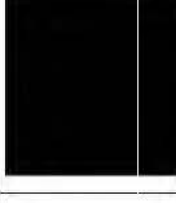

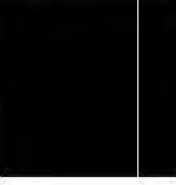


## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2018

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 19/10/2018 4:00:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Breach of Self Exclusion</p> <p><b>Referral Location</b> Gambler's Help Counselling Service</p> <p><b>RGA</b> gj014394</p>	<p>Paul SV advised that [REDACTED] was playing at BA0431. I attended and met with SSO #156. [REDACTED] was removed from gaming floor via Food court and advised to seek counselling.</p>	[REDACTED]
<p><b>Date / Time</b> 19/10/2018 4:05:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Revocation Information</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> bp354596</p>	<p>Contacted patron to advise the revocation application result successfully and to attend the GRIP. Email sent to advise in written .</p>	[REDACTED]
<p><b>Date / Time</b> 19/10/2018 4:11:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Revocation Information</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> bp354596</p>	<p>Contacted patron to advise the revocation application result successfully and to attend the GRIP. Will post the letter to advise in written by 22/10/2018.</p>	[REDACTED]
<p><b>Date / Time</b> 19/10/2018 5:22:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> gj014394</p>	<p>PP20hrs VIP Table-Games</p> <p>Advised Jeff ACM in Mahogany Room for a reminder patron to take a break.</p>	[REDACTED]
<p><b>Date / Time</b> 19/10/2018 5:35:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> gj014394</p>	<p>PP20hrs MGF Table-Gamnes</p> <p>I attended C0502 for a reminder patron to take a break. patron left gaming floor immediately. Paul SV updated photo.</p>	[REDACTED]
<p><b>Date / Time</b> 19/10/2018 5:37:00 PM</p> <p><b>Person Name</b> Responsible Gaming DOR</p> <p><b>Person ID</b> <b>Perso.</b></p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> SYCO Report</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> gj014394</p>	<p>Syco report checked - 5pm.</p>	 <p>PHOTO REQUIRED</p>


**CROWN RESPONSIBLE GAMING**  
DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2018

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 19/10/2018 5:54:00 PM  <b>Person Name</b> ██████████  <b>Person ID</b> ██████████  <b>Referred By</b> Responsible Gaming  <b>Nature of Service</b> Data Follow up  <b>Referral Location</b> No Referral  <b>RGA</b> rz034057</p>	<p>Pager alert ██████ at F5401. RGLO attended and observed the patron for a while. Patron seemed to be in control and was talking with his girlfriend. They both left shortly together. Nil contact.</p>	
<p><b>Date / Time</b> 19/10/2018 6:40:00 PM  <b>Person Name</b> RGC Male Unknown  <b>Person ID</b> Pers ██████  <b>Referred By</b> Gaming Machines  <b>Nature of Service</b> Welfare  <b>Referral Location</b> No Referral  <b>RGA</b> nm018947</p>	<p>GM AM Bethany advised there was a male who was hitting an ETG outside of Riverside. One of the CSA's approached and asked if he was ok. The male said he was frustrated as he lost a lot of money. The male left while the AM was on the phone to me.</p>	
<p><b>Date / Time</b> 19/10/2018 7:32:00 PM  <b>Person Name</b> Responsible Gaming DOR  <b>Person ID</b> Pers ██████  <b>Referred By</b> Responsible Gaming  <b>Nature of Service</b> Operational Overview  <b>Referral Location</b> No Referral  <b>RGA</b> nm018947</p>	<p>Entered data for Responsible Gaming Employee Awareness Feedback - 2018.</p>	
<p><b>Date / Time</b> 19/10/2018 7:34:00 PM  <b>Person Name</b> ██████████  <b>Person ID</b> ██████████  <b>Referred By</b> Self  <b>Nature of Service</b> Seeking other Assistance  <b>Referral Location</b> No Referral  <b>RGA</b> ov360590</p>	<p>█████ called asked to talk to Brendan, RGLO Oanh spoke to ██████ in Vietnamese asked if I could assist but he preferred to talk to Brendan.</p>	
<p><b>Date / Time</b> 19/10/2018 9:00:00 PM  <b>Person Name</b> Responsible Gaming DOR  <b>Person ID</b> Perso ██████  <b>Referred By</b> Responsible Gaming  <b>Nature of Service</b> Operational Overview  <b>Referral Location</b> No Referral  <b>RGA</b> nm018947</p>	<p>Checked and scanned files.</p>	
<p><b>Date / Time</b> 19/10/2018 9:02:00 PM  <b>Person Name</b> ██████████  <b>Person ID</b> ██████████  <b>Referred By</b> Responsible Gaming  <b>Nature of Service</b> Play Periods  <b>Referral Location</b> RGSC  <b>RGA</b> ov360590</p>	<p>PP16hrs MGF Gaming-Machines  RGLO advised ██████ about the play periods. ██████ claimed to have no gambling issues and agreed to take substantial breaks. deleted from pager.</p>	





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<b>Date / Time</b> 19/10/2018 9:38:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> ov360590	Syco report checked - 9pm.	
<b>Date / Time</b> 19/10/2018 9:40:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> ov360590	Mark in SV advised that [REDACTED] was in Pit 8. I attended and met with SSOs # Jim and # Paul. [REDACTED] has lost his bet when I approached the table and walked off angrily, he hit the stanchion in front of the Cashier. [REDACTED] was removed from the gaming floor via Ming's Exit. No contacted with RGLO	[REDACTED]
<b>Date / Time</b> 19/10/2018 9:45:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Welfare <b>Referral Location</b> RGSC <b>RGA</b> ov360590	Responded to RGLO pager alert. Conducted a welfare check on [REDACTED]. He admitted that he did have problems in the pass but has overcome and currently has no gambling issued. RGSC services and business card offered, taken of pager	[REDACTED]
<b>Date / Time</b> 19/10/2018 9:48:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	PP16hrs VIP Table-Games  Patron started rating play last night at 18:12. He played for 10 hours then have 5 hr break. He played for another 3 hours and have 3 hour break. Followed by 3 hour play and 3 hour break. Please remind patron the substantial break of min 8-10 hours.	[REDACTED]
<b>Date / Time</b> 19/10/2018 10:01:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	PP12hrs MGF Gaming-Machines  No open rating. Put on PP12.	[REDACTED]
<b>Date / Time</b> 19/10/2018 10:05:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	PP12hrs VIP Gaming-Machines  No open rating. Put on PP12	[REDACTED]



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<b>Date / Time</b> 19/10/2018 10:11:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> jc017687	PP16hrs VIP Table-Games  Mah Rm ACM Steve will remind patron that substantial break is min 8-10hrs. taken off PP16 pager.	[REDACTED]
<b>Date / Time</b> 19/10/2018 10:21:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Data Follow up <b>Referral Location</b> No Referral <b>RGA</b> jc017687	Data follow : 1/ card was used by father. Card deactivated.	
<b>Date / Time</b> 19/10/2018 10:56:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> ov360590	PP16hrs MGF Table - Games  Responded to Splunk hours of play. Unable to locate patron in pit 8, ACM Elizabeth informed.	[REDACTED]
<b>Date / Time</b> 19/10/2018 11:00:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> Table Games <b>RGA</b> jc017687	[REDACTED] and [REDACTED] came to RGSC to complain about seatings in the Teak Room for people (especially elderly people) to rest and sit down. Teak Rm Mgr Simon arrived and talked to [REDACTED] Patron left after the conversation. Teak Rm Mgr will discuss the matter with staff members and send off email later.	[REDACTED]
<b>Date / Time</b> 19/10/2018 11:00:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> ov360590	Canvassed gaming floor around EGM and FATG areas.	
<b>Date / Time</b> 19/10/2018 11:01:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> Teak Host <b>RGA</b> jc017687	[REDACTED] came to RGSC to complain about seatings in the Teak Room for people (especially elderly people) to rest and sit down. Teak Rm Mgr Simon arrived and talked to [REDACTED] Patron left after the conversation. Teak Rm Mgr will discuss the matter with staff members and send off email later.	Personal Information



## RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2018

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 19/10/2018 11:30:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Self</p> <p><b>Nature of Service</b> Self Exclusion</p> <p><b>Referral Location</b> Gambler's Help Counselling Service</p> <p><b>RGA</b> ov360590</p>	<p>[REDACTED] came to RGSC to apply for SE. T&amp;C of SE explained. [REDACTED] decided to proceed with SE application. SE was issued and served with Nina as Witness.</p>	[REDACTED]
<p><b>Date / Time</b> 19/10/2018 11:35:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Change of Address</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> ov360590</p>	<p>Address updated. Old Address: [REDACTED]</p>	[REDACTED]
<p><b>Date / Time</b> 20/10/2018 12:20:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Breach of Self Exclusion</p> <p><b>Referral Location</b> RGSC</p> <p><b>RGA</b> ov360590</p>	<p>Advised by Surveillance that [REDACTED] was in Pit11. Removed via Mings entry. [REDACTED] advised that she went to dinner with friends and wasn't playing. SE breaches penalty explained. RGSC services and business card explained.</p>	[REDACTED]
<p><b>Date / Time</b> 20/10/2018 1:00:00 AM</p> <p><b>Person Name</b> Responsible Gaming Audit</p> <p><b>Person ID</b> Perso.</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> GM &amp; FATG focus</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> rm018947</p>	<p>Canvassed gaming floor around EGM and FATG areas.</p>	<p><b>PHOTO REQUIRED</b></p> <p> responsiblegaming</p> <p><small>© 2018 Crown Resorts Limited. All rights reserved. For more information, please contact the Responsible Gaming Team on 1800 000 000.</small></p>
<p><b>Date / Time</b> 20/10/2018 1:20:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Attempted Breach</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> jc017687</p>	<p>Informed by Laurie in SV that [REDACTED] was refused entry at Mings entry. Nil contact by RGLO.</p>	[REDACTED]
<p><b>Date / Time</b> 20/10/2018 1:30:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> Table Games</p> <p><b>RGA</b> ov360590</p>	<p>PP12hrs VIP Table-Games</p> <p>Mah ACM Steve will remind patron to take substantial break.</p>	[REDACTED]



## RESPONSIBLE GAMING

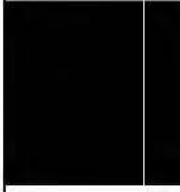
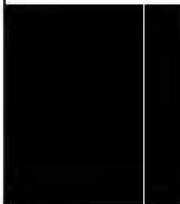
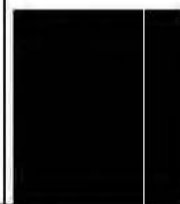

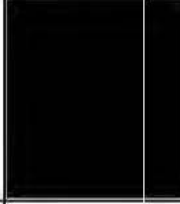

DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2018

Person Registration Details		Comments	Photo
<b>Date / Time</b> 20/10/2018 1:39:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> ov360590	Syco report checked - 1am	 <small>PHOTO REQUIRED</small>	
<b>Date / Time</b> 20/10/2018 1:45:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> ov360590	Laurie from SV called to advise [REDACTED] was playing at the RR in Pit 7. SSO #27 and RGLO approached [REDACTED] and escorted out via Ming's Entry. [REDACTED] claimed that it was a mistaken identity but could not provide ID. RGLO Joseph has made a positive ID on [REDACTED] on [REDACTED].	[REDACTED]	
<b>Date / Time</b> 20/10/2018 1:48:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	Deleted from PP16.	[REDACTED]	
<b>Date / Time</b> 20/10/2018 1:50:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	Deleted from PP16. Return to KLTP pager.	[REDACTED]	
<b>Date / Time</b> 20/10/2018 1:55:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	PP12hrs MGF Table-Games  No open rating. Put on PP12.	[REDACTED]	
<b>Date / Time</b> 20/10/2018 2:00:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	PP12hrs VIP Table-Games  No open rating. Put on PP12.	[REDACTED]	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2018

Person Registration Details	Comments	Photo
<b>Date / Time</b> 20/10/2018 2:20:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Self <b>Nature of Service</b> Self Exclusion Information <b>Referral Location</b> RGSC <b>RGA</b> ov360590	██████ attended RGSC with a male companion. The male companion tried to persuade ██████ to proceed with SE application. However ██████ claimed it was too late and she will return tomorrow.	
<b>Date / Time</b> 20/10/2018 2:44:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	PP12hrs VIP Table-Games  No open rating. Put on PP12	
<b>Date / Time</b> 20/10/2018 2:55:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	PP20hrs MGF Gaming-Machines  No open rating. Put on PP20	
<b>Date / Time</b> 20/10/2018 3:00:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> <b>Perso</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> nm018947	Scanned files.	
<b>Date / Time</b> 20/10/2018 3:00:00 AM <b>Person Name</b> ██████████ <b>Person ID</b> ██████████ <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> ov360590	Observed ██████ was walking around Westend Bank. Ash in SV informed. RGLO escorted ██████ out thru Cinema Entry. ██████ claimed to have no ID with her and not knowing her DOB. Direct her not to enter MGF without photo ID.	
<b>Date / Time</b> 20/10/2018 3:01:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> <b>Perso</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> ov360590	Canvassed gaming floor around EGM and FATG areas.	



## RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2018

Person Registration Details	Comments	Photo
<b>Date / Time</b> 20/10/2018 3:19:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	PP20hrs MGF Table-Games  No open rating. Put on PP20.	[REDACTED]
<b>Date / Time</b> 20/10/2018 3:30:00 AM <b>Person Name</b> RGC Male Unknown <b>Person ID</b> <b>Person</b> <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Observable Signs <b>Referral Location</b> RGSC <b>RGA</b> ov360590	Canvassing the floor noticed a Caucasian Male playing on E8205 showing observable signs. Approached patron with SV coverage. Welfare checked he claimed to have no problems with gambling. RGSC services and business card issued.	PHOTO REQUIRED  
<b>Date / Time</b> 20/10/2018 3:40:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Observable Signs <b>Referral Location</b> No Referral <b>RGA</b> ov360590	Canvassing the gaming floor noticed [REDACTED] was sleeping while her friend was playing at E4404. [REDACTED] said they will be leaving soon. RGSC services offered and business card refused.	[REDACTED]
<b>Date / Time</b> 20/10/2018 4:15:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> Gambler's Help Counselling Service <b>RGA</b> ov360590	Patron attended RGSC and requested to apply for S/E, SE T&C explained. SE application successfully processed.	[REDACTED]
<b>Date / Time</b> 20/10/2018 4:40:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Change of Address <b>Referral Location</b> No Referral <b>RGA</b> ov360590	Changed of address, old address [REDACTED]	[REDACTED]
<b>Date / Time</b> 20/10/2018 5:09:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> RGSC <b>RGA</b> jc017687	PP20hrs MGF Table-Games  RGLO attended pit 8 and talked to [REDACTED] [REDACTED] is staying in house and she will be leaving in about an hour. Teak ACM Bng informed. Deleted from pager.	[REDACTED]



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 19/10/2018

Person Registration Details		Comments	Photo
<b>Date / Time</b> 20/10/2018 5:24:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	PP20hrs MGF Table-Games  No open rating. Put on PP20	[REDACTED]	
<b>Date / Time</b> 20/10/2018 5:40:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> ov360590	Syco report checked - 5am	 <small>PHOTO REQUIRED</small>	
<b>Date / Time</b> 20/10/2018 5:40:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods Pager <b>Referral Location</b> No Referral <b>RGA</b> jc017687	PP16hrs MGF Gaming-Machines  No current rating; added to "PP16" pager group.	[REDACTED]	
<b>Date / Time</b> 20/10/2018 5:47:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> Gaming Machines <b>RGA</b> jc017687	PP12hrs VIP Gaming-Machines  Teak Rm Mgr Simon will remind patron to take breaks	[REDACTED]	

Registration Date/Time	Operational Overview	Created By
19/10/2018 1:02:00 PM	Observed and deleted from pager - # 12536639.	lp025083
19/10/2018 2:24:00 PM	Macau's mass market baccarat enjoys 21.5% surge in 3Q18  <a href="http://asgam.com/index.php/2018/10/18/macau-mass-market-baccarat-enjoys-21-5-surge-in-3q18/">http://asgam.com/index.php/2018/10/18/macau-mass-market-baccarat-enjoys-21-5-surge-in-3q18/</a>	gj014394
19/10/2018 2:26:00 PM	Sega Sammy wants involvement in "majority" of Japan JR projects  <a href="http://asgam.com/index.php/2018/10/18/macau-gaming-stock-decline-presents-12-month-investment-opportunity-jp-morgan/">http://asgam.com/index.php/2018/10/18/macau-gaming-stock-decline-presents-12-month-investment-opportunity-jp-morgan/</a>	gj014394
19/10/2018 2:27:00 PM	Tourists paying higher prices as Macau hotel costs soar  <a href="http://asgam.com/index.php/2018/10/16/tourists-paying-higher-prices-as-macau-hotel-costs-soar/">http://asgam.com/index.php/2018/10/16/tourists-paying-higher-prices-as-macau-hotel-costs-soar/</a>	gj014394
19/10/2018 2:29:00 PM	Partnership between government and private sector key to Macau's diversification  <a href="http://asgam.com/index.php/2018/10/16/tourists-paying-higher-prices-as-macau-hotel-costs-soar/">http://asgam.com/index.php/2018/10/16/tourists-paying-higher-prices-as-macau-hotel-costs-soar/</a>	gj014394
19/10/2018 7:32:00 PM	Entered data for Responsible Gaming Employee Awareness Feedback - 2018.	nm018947
19/10/2018 9:00:00 PM	Checked and scanned files.	nm018947
20/10/2018 3:00:00 AM	Scanned files.	nm018947

Registration Date/Time	SYCO Report	Created By
19/10/2018 10:18:00 AM	Syco report checked 9:00am	gj014394
19/10/2018 1:11:00 PM	Syco report checked 1:00pm	gj014394
19/10/2018 5:37:00 PM	Syco report checked - 5pm.	gj014394
19/10/2018 9:38:00 PM	Syco report checked - 9pm.	ov360590
20/10/2018 1:39:00 AM	Syco report checked - 1am	ov360590
20/10/2018 5:40:00 AM	Syco report checked - 5am	ov360590