

CROWN RESPONSIBLE GAMING
 DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020



Person Registration Details	Comments	Photo
Date / Time: 05/03/2020 6:00:00 AM Person Name: Responsible Gaming Audit Person ID: Pers Referred By: Responsible Gaming Nature of Service: GM/TG/Staff & FATG focus Referral Location: No Referral RGA: B017908	Canvassing gaming floor around EGM, TG and FATG area.	
Date / Time: 05/03/2020 6:25:00 AM Person Name: Responsible Gaming DOR Person ID: Pers Referred By: Responsible Gaming Nature of Service: Operational Overview Referral Location: No Referral RGA: jv031797	Checked SPLUNK and WEBEX throughout shift.	
Date / Time: 05/03/2020 7:01:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Splunk Nature of Service: Play Periods Referral Location: No Referral RGA: jc017687	PP20 VIP Tables 7:00am DSM Ralph replied "[REDACTED] has been made aware that she has been in the gaming floor for over 21 hours. She is departing in the next hour for a long break".	[REDACTED]
Date / Time: 05/03/2020 7:05:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Splunk Nature of Service: Play Periods Referral Location: No Referral RGA: jc017687	PP20 PRE Machines She said she will be leaving soon. She is with two friends from USA. No observable signs.	[REDACTED]
Date / Time: 05/03/2020 7:35:00 AM Person Name: [REDACTED] Person ID: [REDACTED] Referred By: Self Nature of Service: Welfare Referral Location: RGC RGA: ov360590	[REDACTED] approached me when I was canvassing in Maple regarding the conversation she had with RGA the day before regarding asking people for money, [REDACTED] claimed she never asked anyone for money and she doesn't have any issue gambling. I explained to her that borrowing/asking for money from other patron and staff are unacceptable at Crown and her actions will be reported to staff member, she claimed that she know the waitress and often make a joke to the waitress regarding borrowing her money but she doesn't mean it and doesn't need to borrow any money. Advised [REDACTED] not to make such comment as it might risk herself being WOL, RG services explained and advise [REDACTED] to approach RGA if she need any assistant.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details		Comments	Photo
Date / Time 05/03/2020 7:37:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP16 PRE Tables No observable signs.		
Date / Time 05/03/2020 7:38:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP16 PRE Tables No observable signs.		
Date / Time 05/03/2020 7:40:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP12 PRE Machines No observable signs.		
Date / Time 05/03/2020 8:31:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP20 PRE Tables Thru Pers ██████ and NF, ██████ has been recorded to have been playing for 20 hrs without substantial break. He did have a 5 hr break. RGA talked to ██████. Crown play period policy informed and that substantial break is min 8-10 hrs. He said he will be leaving in 2 hrs.		
Date / Time 05/03/2020 8:45:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP16 MGF Tables Observed ██████ no observable signs noted.		
Date / Time 05/03/2020 8:48:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP16 PRE Tables No observable signs.		



RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2020 8:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687</p>	<p>PP12 PRE Tables No observable signs.</p>	
<p>Date / Time 05/03/2020 9:26:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Report Writer Contact - RGP Referral Location No Referral RGA de027841</p>	<p>Report writer [REDACTED] has left GH Southern. A report on [REDACTED] has been prepared for consideration of the Revocation Committee.</p>	
<p>Date / Time 05/03/2020 9:39:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Observable Signs Referral Location RGC RGA jc017687</p>	<p>Informed by Pit 12 TG AM Pas that [REDACTED] appears to be tired and dosing off at times. RGA then talked to patron on a dead table. [REDACTED] acknowledged to have been in the casino for 14 hrs since 7pm last night. He came to casino straight from work at supermarket. [REDACTED] also has strong body odour. He acknowledged that he has not showed for 4 days. RGC services offered and business card issued. Directed him to go home for a proper rest and to clean and freshen himself up. He left soon after.</p>	
<p>Date / Time 05/03/2020 9:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA ov360590</p>	<p>PP16 PRE Tables RGA observed where [REDACTED] said hi, no observable sign.</p>	
<p>Date / Time 05/03/2020 10:06:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service RG WOL Referral Location RGC RGA jt380953</p>	<p>Cross Property RG WOL issued by CP - patron [REDACTED] was issued with an upgraded CCA 26.2 barring on 3 March 2020. She was upgraded due to multiple breaches of her self exclusion.</p>	
<p>Date / Time 05/03/2020 10:21:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perth Nature of Service RG WOL Referral Location RGC RGA jt380953</p>	<p>Cross Property RG WOL issued by CP - patron [REDACTED] was issued with an upgraded CCA 26.2 barring on 25 February 2020. He was upgraded due to multiple breaches of his self exclusion.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2020 10:26:00 AM Person Name Responsible Gaming DOR Person ID Perso Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jc017687</p>	Checked SPLUNK and WEBEX throughout shift.	 <p>PHOTO REQUIRED</p>
<p>Date / Time 05/03/2020 10:27:00 AM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA jc017687</p>	Canvassing gaming floor around EGM, TG and FATG area.	<p>PHOTO REQUIRED</p> 
<p>Date / Time 05/03/2020 10:33:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGC RGA jc017687</p>	DFU : RGA talked to patron. She claimed to be in control of her gambling. RGC services offered and business card issued. Returned patron to Perso pager.	[REDACTED]
<p>Date / Time 05/03/2020 10:38:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA jt380953</p>	[REDACTED] attended the RGC Office at 12:43pm and disclosed to me and RGA Oanh that he had just been on the Casino floor for the last hour playing BJ (\$100 table on MGF).	[REDACTED]
<p>Date / Time 05/03/2020 10:42:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687</p>	PP12 MGF Tables No observable signs.	[REDACTED]
<p>Date / Time 05/03/2020 10:59:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687</p>	PP12 MGF Machines No observable signs.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
Date / Time 05/03/2020 11:25:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location RGC RGA ov360590	PP20 MGF Tables TG ACM Kim advised that [REDACTED] is no longer in the Pit, Kim and I walked around Maple but could not locate patron,	
Date / Time 05/03/2020 11:33:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA jc017687	PP20 VIP Tables DSM Ralph informed by SMS as Mah Rm WebEx is not working. 3:21pm DSM Jaime replied "Patron has had multiple short breaks and is showing no signs, She has agreed to take break from 5pm".	
Date / Time 05/03/2020 11:56:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA jc017687	SE follow up – 3/ No answer. [REDACTED] then returned our call. He is very good and has been seeing his counsellor.	
Date / Time 05/03/2020 11:57:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA jc017687	SE FU : no answer, [REDACTED] returned call later. He is OK now and has no issues.	
Date / Time 05/03/2020 11:58:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA ov360590	[REDACTED] pinged on Neoface, Michael from SV confirmed that [REDACTED] was refused entry at Ming's, ID checked by SSO where [REDACTED] claimed he has no ID and left via B2 car park.	
Date / Time 05/03/2020 11:58:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion follow up Referral Location No Referral RGA jc017687	SE FU : No Answer	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2020 12:06:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Self Exclusion follow up</p> <p>Referral Location No Referral</p> <p>RGA jc017687</p>	SE FU : Cannot connect the number.	
<p>Date / Time 05/03/2020 12:10:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Host</p> <p>Nature of Service Revocation Information</p> <p>Referral Location RGC</p> <p>RGA ov360590</p>	Host Bibi Pers called on behalf of [REDACTED] wanted a Chinese speaking RGA to call and explained the Revo process for [REDACTED] advised Bibi that [REDACTED] can not apply for Revo until 13/08/2020, RGC phone number was given and asked [REDACTED] to call RGC on or after 13/08 to start process if no further breaches occur.	
<p>Date / Time 05/03/2020 12:13:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location RGC</p> <p>RGA bp354596</p>	At 03:15 pm on the 6th of March; [REDACTED] called to advise he has been visited Crown in the last year and noone stopped him. He even admitted he was in the gaming floor yesterday. Advised will update his photo into our system. He is happy to send his latest photo to rgc email address. RGC email address sent to him via SMS on [REDACTED] accordingly. Contact number updated. Updated the current photos from his SEER account into NEOFACE already and still await for the latest photo from patron. Jenny advised	
<p>Date / Time 05/03/2020 12:20:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Self Exclusion</p> <p>Referral Location GH Northern</p> <p>RGA jc017687</p>	<p>Issued by: CM</p> <p>Min Term of SE: 3 years</p> <p>7 Year Drop off: No</p> <p>[REDACTED] ended RGC where he successfully applied to CP SE.</p>	
<p>Date / Time 05/03/2020 12:42:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Attempted Breach</p> <p>Referral Location RGC</p> <p>RGA ov360590</p>	Michael from SV advised that [REDACTED] was refused entry at Monte and was directed to RGC by SSO. Nil contact to RGA.	
<p>Date / Time 05/03/2020 12:43:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Other</p> <p>Referral Location GHTel Service</p> <p>RGA ov360590</p>	[REDACTED] attended RGC after he got refused entry at Monte, [REDACTED] disclosed that he has been coming to Crown every week the last 5 years and has never been stopped until today and wanted to confirm if his SE is still active. SE indefinite term explained where [REDACTED] wanted to have a copy of his SE order, updated [REDACTED] photo in Neoface.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
Date / Time 05/03/2020 1:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Spiunk Nature of Service Play Periods Referral Location RGC RGA ov360590	PP20 MGF Tables RGA approached where [REDACTED] stated "I know and will leave soon".	
Date / Time 05/03/2020 1:11:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Request for Revocation Referral Location No Referral RGA jt380953	[REDACTED] responded to email confirming all contact details. Officially requested to revoke his SE.	
Date / Time 05/03/2020 1:18:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Application Referral Location No Referral RGA jt380953	Emailed Revocation Application	
Date / Time 05/03/2020 1:49:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGC RGA ov360590	Aemon advised that [REDACTED] entered the GF and is in pit 12, RGA and SSO #245 approached and removed via Ming's. SE conditions and boundaries explained and reminded she need 12months breach free before she could apply for revocation. RG business card issued and advised to contact rgc on or after 05/03/2021 to apply if no further breaches occur.	
Date / Time 05/03/2020 2:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location RGC RGA ov360590	Aemon from SV advised that [REDACTED] was playing in pit 12, SSO #36 and I approached to ID check where she claimed to have no ID and confirmed her name and DOB and admitted that she has SE years ago. Removed via Ming's where SE conditions and boundaries explained and advised to contact RGC in 12months to apply for revocation if no further breaches occur. RG business card issued.	
Date / Time 05/03/2020 2:04:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA ov360590	PP20 PRE Tables RGA approached and required to take substantial break. [REDACTED] left immediately. TG ACM Matthew notified.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2020 2:18:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location No Referral RGA jt380953</p>	<p>Received an email from [REDACTED] looking to get a "member card so she can go into the room with her friend". Responded letting her know she is not able to go into the Casino to get a membership whilst her self exclusion order is still in place and that we are still waiting for her report. Invited her to call if she is unsure about any of this.</p>	
<p>Date / Time 05/03/2020 2:27:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Revocation Information Referral Location No Referral RGA jt380953</p>	<p>[REDACTED] emailed enquiring about the progress of his Application. Advised that it is still in progress and to remain patient and off the floor.</p>	
<p>Date / Time 05/03/2020 2:36:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA ov360590</p>	<p>[REDACTED] phoned and enquired about the progress of his Revocation application. Advised him to be patient and let the process take its course. In mean time stay away from GF. [REDACTED] sounded very impatient and aggressively asking why it has been taking too and mentioned that "you're not doing your job well and what if my counsellor die or go somewhere else". Reminded [REDACTED] to be patient, whatever he say and his action will be recorded and it might affect his revocation result as it show his eager to come back to gamble. [REDACTED] stated ok then hanged up.</p>	
<p>Date / Time 05/03/2020 3:26:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Chinese Peer Connection (East) RGA jc017687</p>	<p>[REDACTED] called to enquire about obtaining new membership card. Reminded [REDACTED] that her SE is still in place. She has started the Revo process but has not seen any counsellor. Advised her to seek counselling from CPC in Box Hill. CPC phone # provided.</p>	
<p>Date / Time 05/03/2020 3:56:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Observable Signs Referral Location RGC RGA ov360590</p>	<p>Melisa from SV advised that Teak reception has found [REDACTED] was sleeping at the smoking terrace, SSO #181 and I attended where I approached [REDACTED] to advise her that sleeping onsite is unacceptable and if found by staff again she might risk herself being WOL, PP policy explained [REDACTED] information passed on to Teak staff to monitor.</p>	
<p>Date / Time 05/03/2020 4:26:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location No Referral RGA jt380953</p>	<p>Received an email from [REDACTED] confirming if we have received his report. I've confirmed that we have.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details		Comments	Photo
Date / Time 05/03/2020 4:37:00 PM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGC RGA ov360590	PP16 MGF Tables RGA approached to remind ██████ to take substantial break. ██████ claimed that she wanted to go home but the road got flooded and traffic are bad so she returned to play for a bit longer before leaving, she is aware of PP policy and will leave soon.		
Date / Time 05/03/2020 4:46:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGC RGA ov360590	DFU - RGA approached ██████ where RG services and PP policy explained, ██████ claimed he only coming to Crown everynow and then with his friend, No gaming issue, Removed from pager.		
Date / Time 05/03/2020 4:52:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA ov360590	Completed the 24hrs break required, removed from RGPP and returned to SS2 pager.		
Date / Time 05/03/2020 5:00:00 PM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jc017687	PP20 MGF Tables RGA talked to patron. She said she will be leaving in an hour.		
Date / Time 05/03/2020 5:53:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Attempted Breach Referral Location RGC RGA ov360590	Aemon from SV advised that ██████ was refused entry at West End Entrance, Nil contact to RGA.		
Date / Time 05/03/2020 6:17:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA ov360590	DFU - Approached ██████ where RG services and PP policy explained, ██████ claimed to have no issue with his gambling. Removed from RGPP.		



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2020 6:22:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location No Referral RGA ov360590</p>	<p>DFU - Approached [REDACTED] where RG services and PP policy explained, [REDACTED] claimed to have no issues and only to come to Crown sometime to relax. Removed from pager.</p>	[REDACTED]
<p>Date / Time 05/03/2020 6:26:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Other Referral Location RGC RGA BI017908</p>	<p>Michael in SV informed that [REDACTED] came in via Village as alert by NF. SSO 278 and I approached patron who said that his name is [REDACTED] and his passport is in his car. Patron denied been SE and only has a credit card on him. Patron did not exchange his chips and went to the car to get his photo ID. Patron came back via Village and was alert on NF. He showed the security guard his photo ID. Michael in SV saw but lost sight of him. RGA and SSO will copy his ID next time and verify with second ID. Unconfirm if patron is the same or not. He SE in 2012.</p>	[REDACTED]
<p>Date / Time 05/03/2020 7:15:00 PM Person Name RGC Male Unknown Person ID Person Referred By Self Nature of Service Seeking other Assistance Referral Location Gaming Machines RGA jv031797</p>	<p>Unidentified male patron phoned to book hotel reservation. Advised male of switchboard phone number.</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 05/03/2020 7:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA BI017908</p>	<p>[REDACTED] ang to ask about revocation. He's from Adelaide and all information explained. [REDACTED] SE in 2007 and have breach on 13/2/20 when he was here for a holiday.</p>	[REDACTED]
<p>Date / Time 05/03/2020 7:48:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797</p>	<p>PP20 PRE Tables</p> <p>[REDACTED] is no longer at pit 17 and not currently rated.</p>	[REDACTED]
<p>Date / Time 05/03/2020 8:11:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location Table Games RGA jv031797</p>	<p>Forwarded DSM Brett Per [REDACTED] details for Platinum DFU. Momentarily, Brett advised, "I've just had to speak to him over another issue. If I could I would like to do it another day. I'm on the next few nights and will follow up then if that's ok." which was affirmatively responded to.</p>	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
<p>Date / Time 05/03/2020 8:13:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Security Nature of Service Unattended Child Referral Location No Referral RGA BI017908</p>	<p>Matilda in Comms advised of UAC at CT lobby. [REDACTED] is 12 y.o 27/12/2007 and his parents and older cousin were on the gaming floor. [REDACTED] rang his dad [REDACTED] with his mobile and the party return immediately. Father and mother [REDACTED] were very apologetic and said that they are here for the first time and were showing his older cousin around. No gaming involved. SSM Tim Persa issued them with a warning. Explained about leaving boy unattended. CT DM Page and SSO Frank was also presence.</p>	<p>PHOTO REQUIRED</p> <p>responsible gaming <small>Responsible Gaming 1800 028 038 1800 028 038</small></p>
<p>Date / Time 05/03/2020 8:33:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Seeking other Assistance Referral Location Gaming Machines RGA jv031797</p>	<p>[REDACTED] phoned to enquire about the TG promotional material that he received in the mail. Advised [REDACTED] of switchboard number.</p>	
<p>Date / Time 05/03/2020 9:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGA RGA BI017908</p>	<p>DFU [REDACTED] was uncommitted about how he feels about his level of comfort. He asked if he had to answer this. Explained about our roles and support available to him. System later showed that RGA had interactions with him regarding SE information in 2015 and counselling in 2016. He had a PP last month as well.</p>	
<p>Date / Time 05/03/2020 9:17:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location Security RGA BI017908</p>	<p>Ben in SV informed that [REDACTED] attempted breach at Monte and was declined.</p>	
<p>Date / Time 05/03/2020 9:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location Security RGA BI017908</p>	<p>Ben in SV informed that [REDACTED] attempted breach at Mings and was declined.</p>	
<p>Date / Time 05/03/2020 9:31:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location RGC RGA jt380953</p>	<p>Surveillance Lesley advised via email that [REDACTED] attempted to enter via Vegas.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
Date / Time 05/03/2020 9:47:00 PM Person Name ██████████ Person ID ██████████ Referred By Table Games Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP20 MGF Tables ACM EastWest_1 advised; Patron is no longer in area and rated anywhere.	
Date / Time 05/03/2020 10:35:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA BI017908	██████ and friends attended the RGC to clarify about his friend SE status. Apologised about mistake and said that SV had fixed up his friend status now. Informed ██████ not to go near the entrance as he had to wait for another 12 months before eligible for revocation.	
Date / Time 05/03/2020 10:35:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Seeking other Assistance Referral Location RGC RGA BI017908	██████ and friends attended the RGC to clarify about his SE status (he was refused twice even when he showed his ID). One of his friends from France asked to get an apology. I had explained that it was a mistake and that SV had fixed up his status now. All left in a better mood.	
Date / Time 05/03/2020 10:45:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Information Referral Location GH Southern RGA BI017908	██████ attended the RGC to ask about revocation. All information explained and referred him to GH Southern. SSO called to exchange his chips that he had from last years. ██████ just came back from Indonesia for his study at Monash.	
Date / Time 05/03/2020 10:55:00 PM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 MGF Machines Approached ██████ and reminded her to take a break. She agreed.	
Date / Time 05/03/2020 10:58:00 PM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 MGF Tables Attended pit 07 and observed ██████ no observable signs noted.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
Date / Time 05/03/2020 11:02:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 PRE Tables Attended pit 17 and observe [REDACTED] she did not show any observable signs.	[REDACTED]
Date / Time 05/03/2020 11:45:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGC RGA jv031797	Data Follow Up. Spoke to [REDACTED] who advised that he comes to the casino 3-5 times a week and spends 3-6 hours on average as he plays poker. [REDACTED] aims that he does not have any gambling issues. RGC services and hours of operation explained. [REDACTED] accepted RGC card.	[REDACTED]
Date / Time 06/03/2020 12:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA BI017908	[REDACTED] attended the RGC to ask about his revocation. He did not receive his revocation application in the mail but I have reprinted his revocation application and its now signed.	[REDACTED]
Date / Time 06/03/2020 12:41:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Data Follow up Referral Location RGC RGA jv031797	Data Follow Up [REDACTED] claims that he does not have any gambling issues. He advised that he comes to the casino 3-5 times a week and is in control of his gambling. RGC services has been explained and RGC card accepted.	[REDACTED]
Date / Time 06/03/2020 1:06:00 AM Person Name Responsible Gaming Audit Person ID [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA jv031797	Canvassing gaming floor around EGM, TG and FATG area.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p> <p style="font-size: small;"> RESPONSIBLE GAMING A RESPONSIBLE GAMING COMPANY Member of the Ontario Lottery and Gaming Corporation Toronto, Ontario, Canada M5C 1S5 </p> </div>
Date / Time 06/03/2020 1:19:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA BI017908	PP24 MGF Tables Patron was advised by ACM and agreed to take a substantial break, due to having a 5 hours break.	[REDACTED]



RESPONSIBLE GAMING



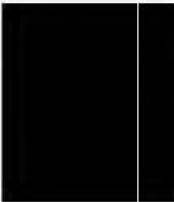

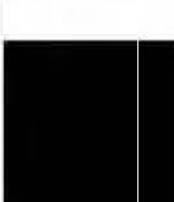

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
Date / Time 06/03/2020 1:22:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA BI017908	PP20 MGF Tables Observed patron in pit 12, all's good.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; margin: 0;">PHOTO REQUIRED</p> <p style="text-align: center; margin: 0;"> responsiblegaming</p> <p style="font-size: 8px; margin: 0;"> 1-800-387-3873 Gambling & Gaming Help: 800 387 3873 Responsible Gaming Centre: 800 387 3873 </p> </div>
Date / Time 06/03/2020 2:01:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 MGF Tables Observed ██████ no observable signs noted.	
Date / Time 06/03/2020 2:45:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA jv031797	Ben (SV) advised that ██████ attempted to gain entry to the gaming floor via Ming's and was refused by SSO's at 02:34 am. Nil contact with RGA.	
Date / Time 06/03/2020 2:48:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP16 MGF Machines Observed; no observable sings noted.	
Date / Time 06/03/2020 2:50:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location RGA RGA BI017908	PP12 PRE Tables Observed patron in Teak and ok.	
Date / Time 06/03/2020 3:09:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location GHTel Service RGA BI017908	Ben in SV informed that ██████ may be playing in the Platinum salon. I had verified when she saw me and walked out before SSO arrived. Mahogany staff said that patron was already in the room. After further investigation, ██████ was using ██████ ██████ Platinum card as access. ██████ card is now put on RGA pager to be monitor for further incidences (taken off from RWU pager).	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
<p>Date / Time 06/03/2020 3:33:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA jv031797</p>	<p>Ben (SV) advised that ██████ attempted to enter the gaming floor via Monte Carlo and was refused by SSOs at 03:25 am. Nil contact with RGA.</p>	
<p>Date / Time 06/03/2020 4:00:00 AM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA jv031797</p>	<p>Canvassing gaming floor around EGM, TG and FATG area.</p>	<p>PHOTO REQUIRED</p> 
<p>Date / Time 06/03/2020 5:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Card Misuse Referral Location RGA RGA BI017908</p>	<p>██████ Platinum card was used by SE patron ██████████ for access and ratings in the Platinum salon. Please observed if ██████s using card again to access the gaming floor in breach of her SE.</p>	
<p>Date / Time 06/03/2020 5:15:00 AM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA BI017908</p>	<p>Checked SPLUNK and WEBEX throughout shift.</p>	<p>PHOTO REQUIRED</p> 
<p>Date / Time 06/03/2020 5:16:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Card Misuse Referral Location No Referral RGA jv031797</p>	<p>██████ was found using husband's card ██████████ can only speak Chinese but understood when I asked her to show the card she's using. When I got the hold of ██████ card and she realized that I was not giving it back to her, she started to pretend to cough so I can stay away from her. At 05:13; Requested Paul (COMMS) for a Chinese interpreter At 05:28; TG dealer David (ID 357981) assisted with Chinese Interpretation. Advised ██████ that she is not allowed to use her husband's card. She insisted that it is ██████ bday bonus that she is doing for him as she is claiming that ██████ has a disability and very old and had to go home to have some rest. ██████ became very argumentative and started screaming when she was advised that ██████ card cannot be given back to her. It was explained to her repeatedly that if she insist on using ██████ card, it might result for her membership to be downgraded. The conversation only ended when we explained that if she does not stop yelling, security will be called. Thi</p>	
<p>Date / Time 06/03/2020 5:16:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797</p>	<p>PP20 MGF Tables</p> <p>██████ card was being used by his wife ██████████ Card confiscated ██████ became very argumentative when ██████ card was not returned to her. TG dealer David Person ██████ assisted with Chinese interpretation.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 05/03/2020

Person Registration Details	Comments	Photo
Date / Time 06/03/2020 5:20:00 AM Person Name Responsible Gaming Audit Person ID Persg Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA BI017908	Canvassing gaming floor around EGM, TG and FATG area.	
Date / Time 06/03/2020 5:48:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP16 PRE Tables Approached [REDACTED] Teak and reminded him to take a break. He advised that he is aware of his play period. No observable signs noted.	
Date / Time 06/03/2020 5:50:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 PRE Tables Approached [REDACTED] and advised her to take a substantial break. She agreed.	
Date / Time 06/03/2020 5:54:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 PRE Tables Attended pit 17 and observed TT; no observable signs noted.	
Date / Time 06/03/2020 5:54:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA jv031797	PP12 PRE Machines [REDACTED] advised that she is staying inhouse and was feeling great. She was advised to regular breaks.	
Date / Time 06/03/2020 6:00:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service Seeking other Assistance Referral Location No Referral RGA BI017908	Friends [REDACTED] were directed to the RGC by security to help locate her missing friend [REDACTED]. They last saw her at the Metropol about 1 hour ago. They have been trying to locate her unsuccessfully. After getting all the details, [REDACTED] rang and she was near Kingpin not feeling well. The girls will meet up with her. NFA	

Registration Date/Time	Operational Overview	Created By
05/03/2020 6:25:00 AM	Checked SPLUNK and WEBEX throughout shift.	jv031797
05/03/2020 10:26:00 AM	Checked SPLUNK and WEBEX throughout shift.	jc017687
06/03/2020 5:15:00 AM	Checked SPLUNK and WEBEX throughout shift.	BI017908