

From: Peter Herring
Sent: Fri, 1 Jun 2018 08:11:18 +1000
To: Michelle Fielding
Cc: Xavier Walsh; Joshua Preston
Subject: Re: Legally Privileged - URGENT: Bonus Jackpots [CM-COMP.FID3195]

Hi Michelle

I'm at Chill today but let's discuss as there are a few points I think we need to clarify/adjust and get some assistance with a position before replying.

Give me a buzz when free.

Pete

Peter Herring
Group General Manager
Gaming Strategy, Product & Innovation

On 31 May 2018, at 5:34 pm, Michelle Fielding wrote:

See below matters for review.

Regards

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

www.crownmelbourne.com.au

From: Jason Cremona
Sent: Thursday, 31 May 2018 5:18 PM
To: Michelle Fielding
Cc: Tracy Shen
Subject: RE: URGENT: Bonus Jackpots [CM-COMP.FID1871]

Michelle,

Just at the outset, I spoke to Tracy re the response we apparently received from Matt Asher. We are unable to locate this response. No excuse that we should have followed this up a lot sooner, but it would be good if you can send me the email response that Matt provided in November last year that addressed the bonuses question/s to tidy up the loose end.

Regarding the discussion with Peter, thanks for organizing. It is difficult sometimes to retrace your understanding of things from 15 years ago!

Just to clarify my understanding of the discussion, I noted the following dot points. Can you please advise if I am correct in my interpretation:

- Bonus Jackpots deducted from Gaming Revenue are specific to amounts earned or awarded on a gaming machine. No amounts earned outside of the gaming machine, such as hotel rewards (if applicable) can be redeemed on a gaming machine and/or deducted from Gaming Revenue;
- Crown do provide 'extra bonus promotions' to players (mail outs as an example) that a person can redeem when gaming on a gaming machine. These are not necessarily 'earned' but are paid out at the machine;
- Bonus jackpots are only accumulated and deducted from gaming tax AFTER being redeemed/used and NOT when earned.
- A patron cannot redeem 'loyalty points earned' for credits on a gaming machine. Bonuses must be earned or provided with a specific condition to earn the bonus, ie; returning to Crown to earn X bonus credits.

A couple of action points too:

- Peter said that bonus prize/points are not 'linked to signature club'. Can you get him to expand on this?
- Can I also get an explanation of each of the 'Bonus Jackpots' outlined on the Bonus Jackpot Analysis Report. These include Free credits Program, Mail Outs, Matchplay, 'Jackpot Payments', Random Riches Promotion, Consolation BJ and each of the bonuses under the 'Bonus Jackpots' banner. Essentially with the explanation I am looking for information regarding a brief description of the bonus, how prize earned, how prize redeemed, etc.
- On the DACOM Bonus Jackpot Analysis Report, what does %TRO mean?
- Does the VCGLR get any 'notification' of a new bonus jackpot, if it is facilitated through an existing bonus jackpot system? Or does each new 'bonus' require some sort of system change and/or approval?

I am under a bit of pressure to get this information together, so if this can be provided asap, that would be awesome.

Jason Cremona CPA

Manager, Licence Management & Audit

Licensing Division

Phone: [REDACTED]

Mobile: [REDACTED]

=====
ATTENTION: This email communication and any attachments contain information which is confidential, the copyright of the Victorian Commission for Gambling and Liquor Regulation and intended only for the addressee. If you are not the intended recipient of this communication and any attachments, you may not use, disclose, disseminate or copy them or any part of them. If you receive this communication in error, please delete the material from all computers, destroy all copies and contact the Commission by phone on 1300 1 VCGLR (1300 182 457) or the sender at the sender's email address.

Any views expressed in this communication and any attachments are those of the individual sender, except where the sender specifically states them to be the views of the Commission. This communication and any attachments are believed to be free of viruses at the time they left the sender's computer. However, the sender and the Commission do not guarantee that the communication and any attachments are free of computer viruses or other conditions

which could damage or interfere with data, hardware or software with which they might be used.

This communication and any attachments are supplied on the express condition that the intended recipient and any other persons who receive them assume all risk of use and absolve the sender and the Commission entirely of all responsibility for consequences of their use.

=====