

# Minute of Meeting

## Victorian Commission for Gambling and Liquor Regulation VCGLR / CROWN Business As Usual Operational Meeting

TRIM ID:

Meeting details			
<b>Meeting title:</b>	Licence Management & Audit - BAU Operational Meeting	<b>Meeting #:</b>	1
<b>Date:</b>	Thursday 29 June 2017	<b>Time:</b>	2:00 pm - 3:00 pm
<b>Location:</b>	Level 6, Crown Casino		
<b>Chair:</b>	Tracy Shen		

Attendees	Title and Business unit/Branch
Tracy Shen	Senior Auditor, Licence Management & Audit
Doris Zhou	Acting Principal Audit Analyst, Licence Management & Audit
Matthew Asher	Strategy and Innovation Manager – Gaming Machine
Jacqueline Couch	Compliance Coordinator – Gaming Machines

### Meeting Notes

Item	Subject
1.	<p>The chair opened the meeting.</p> <ul style="list-style-type: none"> <li>Introduced the background of the transit of crown assurance function to audit and assurance team.</li> <li>Matt introduced the background in casino EGM area.</li> </ul>
2.	<p>EGM Jackpot</p> <ul style="list-style-type: none"> <li>MA explained different types of Jackpot in casino including Linked Progressive, Linked Mystery, Stand-alone Progressive, Stand-alone Mystery and fixed jackpot. Matt introduced Jackpots such as Lucky Time, Carded Lucky Time, Lucky Numbers and Member Money Jackpot. Matt advised Member Money Jackpot is across Table/EGM.</li> <li>TS queried about the impact of different jackpot type on EGM revenue calculation.</li> <li>MA advised there wasn't much difference to EGM revenue calculation. Bonus jackpot includes free play, multiply time, multiple last bet and welcome back voucher, etc.</li> <li>TS requested for a breakdown of bonus jackpot for one day.</li> </ul>
3.	<p>Minute To Win Jackpot</p> <ul style="list-style-type: none"> <li>TS advised that variances were shown on VCGLR tax reconciliation every week due to Minute to Win Jackpot. Sunday Jackpot was reported up to 30 Apr. Tuesday Jackpot was started from 18 Apr.</li> <li>MA confirmed the time for Tuesday and Sunday Minute to Win Jackpot.</li> <li>MA advised the jackpot of \$6,000 was included in month end report but not in data file.</li> <li>MA to follow up the Minute to Win Jackpot issue.</li> </ul>
4.	Jackpot Missing Hit

	<ul style="list-style-type: none"> <li>• TS advised that increased Jackpot missing hit had happened since April 2017. The number of adjustments was increased.</li> <li>• TS to forward some examples of missing hits to MA.</li> </ul>
5.	<b>Grand Cash Jackpot</b> <ul style="list-style-type: none"> <li>• TS sought advice on Grand Cash Jackpot issue.</li> <li>• MA advised that the Grand Cash issue including non-member contribution is to be fixed in the following Monday.</li> </ul>
6.	<b>Credit/Cash Imbalance</b> <ul style="list-style-type: none"> <li>• TS distributed two examples of credit/cash imbalance report to understand the 'valid' item.</li> <li>• MA advised that it might be due to missing cash meter and would follow it up.</li> </ul>
7.	<b>Data File Generation</b> <ul style="list-style-type: none"> <li>• MA advised the best person to contact in regards to EGM data file generation is Paul Grey in compliance team.</li> </ul>
8.	<b>Escrow Account</b> <ul style="list-style-type: none"> <li>• MA advised Jose would be the best person to contact for Escrow Account Balance.</li> <li>• TS to request escrow account balance for May and Jun 2017.</li> </ul>

#### Action Items

No	Action to be taken	Assigned to	Due date	Status
1.	MA to provide a breakdown of bonus jackpot for one day.	MA		Open
2.	MA to follow up Minute to Win Jackpot Issue.	MA		Open
3.	TS to send MA examples of Missing Jackpot Hit.	TS		Open
4.	MA to follow up Credit/Cash Imbalance variance.	MA		Open
5.	TS to send Jose the request for Escrow account balance as at the end of May and June.	TS		Open