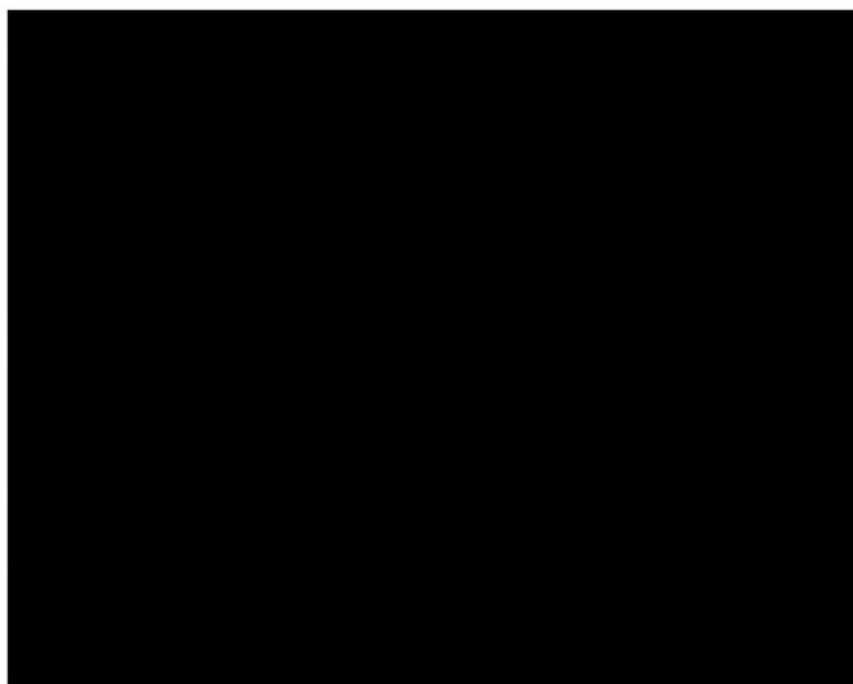


**Crown Responsible Gaming Support Centre****SELF-EXCLUSION PHOTOFILE**

SURNAME: ZHOU
GIVEN NAME: Jiuming
DATE OF BIRTH: [REDACTED] **GENDER:** Male
EXCLUDED BY: Kylie McCrohan **DATE EXCLUDED:** 11/05/10



ADDRESS: [REDACTED]
SOURCE OF ID: [REDACTED]
DRESS: Casual
AGE: 41
HEIGHT: Medium
WEIGHT: 50-75kg
BUILD: Medium
HAIR COLOR: Black **LENGTH:** Short
EYE COLOR: Brown
NATIONALITY: Chinese



Private and Confidential

Application for Self Exclusion From Crown Casino

I, **Jiuming ZHOU**, hereby make application pursuant to section 72(2A) of the *Casino Control Act 1991* (the "Act") to be prohibited from entering or remaining in the casino operated by Crown Melbourne Limited ("Crown Casino") for an indefinite period.

I make this application voluntarily and in the knowledge that if my application is approved and I subsequently enter or remain in Crown Casino then I commit an offence and proceedings may be issued against me for an offence against section 77 of the Act and I may be liable for a penalty of 20 penalty units.

I undertake that during the period I am excluded from Crown Casino I will:

- Consider myself to be a self-excluded person; and
- Acknowledge that it is my responsibility and I undertake not to enter or gamble within all gaming areas of Crown Casino; and
- Seek and continue to seek the assistance of a qualified counsellor in the field of problem gambling.

I agree to release and indemnify Crown Melbourne Limited, its employees, agents and contractors from any liability, including any losses associated with any gambling I undertake, which may arise in connection with any breach by me of an exclusion order issued pursuant to this application.

Applicant's Signature:

Date:

11 May 2010

Witness Name:

James EGAN

Occupation:

Table Games Operations Manager

Signature:

This is an important document. It is strongly recommended that, prior to signing this document you discuss this matter with your legal advisor.

An exclusion order issued pursuant to this application takes immediate effect and will be for an indefinite period but you may apply in writing to Crown Melbourne Limited to have it revoked at any time pursuant to section 75 of the Act.

*Pursuant to section 72(2B) of the Act the Victorian Commission for Gambling Regulation has authorised the following class of person to witness applications for self exclusion from Crown Casino:

- Clergy / Teacher / Medical Practitioner / Magistrate / Barrister / Solicitor / Police Officer / Justice of the Peace.
- Officers of the Health and Community Service of Victoria.
- Officers of Non-Government Welfare Office.
- Category "A" Casino Special Employee Licence Holders (from a different Department)



Private and Confidential

Exclusion Order

Jiuming ZHOU


Pursuant to section 72 of the *Casino Control Act 1991* (the "Act") you are prohibited from entering or remaining in the Casino operated by Crown Melbourne Limited ("Crown Casino").

This Exclusion Order is given for and on behalf of, and in the name of, Crown Melbourne Limited by its attorney:

ATTORNEY

Name: **Kylie McCrohan**
 Title: **Responsible Gaming Liaison Officer**


WITNESS

Name: **James EGAN**
 Title: **Table Games Operations Manager**


SIGNATURE

SIGNATURE

Order issued at Melbourne at 2:05 PM on Tuesday, 11 May 2010.

PERIOD OF EXCLUSION: An indefinite period

You have been excluded on the grounds of your voluntary application for (Self) Exclusion.

IMPORTANT INFORMATION –

If you enter or remain in Crown Casino you commit a criminal offence and proceedings may be brought against you under Section 77 of the Act and you may be liable to a maximum penalty of 20 penalty units.

All winnings paid or payable to a person who enters or remains in a casino in breach of an Exclusion Order are forfeited to the State under section 78B of the Act. All winnings forfeited must be paid to the Victorian Commission for Gambling Regulation for payment into the Community Support Fund.

You may appeal against the issue of this Exclusion Order to the Victorian Commission for Gambling Regulation under section 73 of the Act. A notice of appeal must be made in writing, specify the grounds for the appeal and be lodged within 28 days of the date of this Exclusion Order. If you decide to appeal, your notice of appeal must be sent to:

Executive Commissioner
 Victorian Commission for Gambling Regulation
 Level 5 / 35 Spring Street
 MELBOURNE VIC 3000

You may apply to have this Exclusion Order revoked under section 75 of the Act by writing to Crown Melbourne Limited explaining why you think Crown Melbourne Limited should revoke the Order. Crown Melbourne Limited will not generally revoke a voluntary (Self) Exclusion Order within 12 months of the date it was issued or within 12 months of the date of any breach of the Order.



Crown Responsible Gaming Support Centre

SELF-EXCLUSION WITNESS STATEMENT

My name is... JAMES EGAN

I am employed by Crown Melbourne Limited in the position of ... HD - OPERATIONS MANAGER

I am currently the holder of a Category 'A' Casino Special Employee Licence, issued by the Director of Casino Surveillance.

At approximately... 14⁰⁰ am/pm on ... 11/052010,
(Insert day/date/month)

I attended the Crown Responsible Gaming Support Centre to witness an Application for Self-Exclusion and Exclusion Order in the name of a person I now know to be:

..... JIUMING ZHOU
(Name)
of... [Redacted]
(Address)

After checking and confirming the identification provided *(Insert details eg: VIC Drivers' Licence Number)*

..... CHINESE PASSPORT # [Redacted] EXP: [Redacted]

I witnessed the Application for Self-Exclusion and the Exclusion Order by signing in the appropriately marked sections.

Signature: [Redacted]

Casino Special Employee Licence Number: ... [Redacted]

Date: ... 11/05/10



Crown Responsible Gaming Support Centre

SELF-EXCLUSION STATEMENT

Date: 11/05/2010 Interpreter Required: Yes/No
 Location: Mahogany Ops Language: Mandarin
 Present: Joey Chiu

Time Commenced: 8:37 am/pm

My name is Kyle McCall I am employed by Crown Melbourne Limited in the position of Responsible Gaming Liaison Officer. I am going to ask you some questions in relation to your Application for Self-Exclusion, these questions are personal so you do not have to answer them but your answers will support your application, and remain confidential.

Do you understand this?
A i understand theres no need to be confidential

Q1. "What is your full name?"
A Zhou Jiuming

Q2. "What is your age and date of birth?"
A 41 [Redacted]

Q3. "What is your current address?" (Must include street)
A [Redacted]

Q4. "Can you produce anything to confirm your identity?"
A yes Pass port [Redacted]
Chinese

Q5. "What is your occupation?"
A. Manager/Administrator. Professional. Associate/Para-professional.
 Tradesperson. Clerical/Service worker. Production/Transport worker.
 Labourer or related worker. Retired. Unemployed. Home duties.
 Student. Voluntary work. Govt pension (what kind) _____
 Other Unemployed in here

Q6. "What is your income per week?"
A. \$1500 or more. \$800 -1,499. \$600 -799. \$400-599. \$200-399.
 \$120-199. Less than \$120 p/wk.
 Other No income

Q7. "What is your marital status?"

- Never Married. Widowed. Divorced. Separated/not divorced.
- De facto. Married.

A

Married

Q8. "Do you have a contact telephone number?"

A

[Redacted]

Q9. "Do you make this application of your own free will?"

A

Absolutely.

Q10. "Why do you wish to be excluded from the casino?" (Please have the applicant elaborate on their answer).

A

Because I'm broke. That's why I want to fix it.

Q11. "When was the first time you attended the casino?"

A

2005

Q12. "When was the last time you attended the casino?"

A

3 days ago

Q13. "How much money have you spent in the casino?" (Please have the applicant elaborate on their answer).

- \$0-5000. \$5,000-15,000. \$15,000-25,000. \$25,000-35,000.
- \$45,000-55,000. \$55,000-100,000. \$100,000-500,000.
- Greater than \$500,000. Don't know.

A

More than 20 million

Q14. "Where does the money that you use to gamble with come from?"

A.

- Budgeted leisure money. Deducted from normal household expenditure.
- Savings. Asset sales. Borrowed money from family and friends.
- Borrowed money from other sources. Illegal actions. Other.

Earn it from China

Q15. "How often do you come to the casino?" (Please have the applicant elaborate on their answer).

A

For the past 2 years 5 or 6 times only. Staying at the Regent

Q16. "How long do you stay?" (Please have the applicant elaborate on their answer).

A

For a very short period of time. Win or lose. Then go.

Q17. "What games do you like to play?"

A

B.A.

Q18. "How much is your average bet?" (Please have the applicant elaborate on their answer).

A.

- Less than \$5. \$5-15. \$15-25. \$25-50. \$50-100. \$100-500.
- \$500-1000. Greater than \$1000. Don't know.

\$200,000

Sometimes \$10 to

- Q19. "How much money do you spend on average per visit?"
 \$0-50. \$50-\$100. \$100-500. \$500-1000. Greater than \$1000.
 Don't know.
A. Wouldn't be less than \$1000.
- Q20. "Have you received any professional counselling?" (If yes who from and how many sessions).
A. No. - no money to do counselling.
- Q21. "Has the counselling helped you?"
A. Yes
- Q22. "Do you understand that the Application for Self-Exclusion contains an undertaking that you will seek and continue to seek the assistance of a qualified counsellor in the field of problem gambling?"
A. I understood. But I'm not coming back.
- Q23. "Can the Responsible Gaming Support Centre be of assistance to you with organising counselling?"
A. No.
- Q24. "Do you gamble in any other way?" (Mention forms of gambling ie Tattsлото, Scratchies, Bingo and Horse racing etc).
 Lotto/lottery/pools/keno. Horse Racing/TAB (Off course). Horse Racing (On course). Bingo. Internet/On line. Tatts 'Scratchies'. Other.
A. No
- Q25. "Do you gamble at any other gaming venue?" (ie Clubs, Pubs and RSL's and name venue)
A. Yes, but I don't have any money now.
- Q26. "Would you like assistance with arranging a 'Deed of Self-Exclusion' from that venue. (Ask only if appropriate)"
A. Yes
- Q27. "Do you travel interstate to gamble at other casinos?" (If so, which one and how often).
A. Not now
- Q28. "Have you any gambling debts?"
A. Yes No
- Q29. "How much money do you owe as a result of gambling?" (If applicable)
A. N/A
- Q30. "To whom or what organisation do you owe money to?" (If applicable)
A. N/A
- Q31. "How has gambling affected your life?" (Please have the applicant elaborate on their answer).
A. Before I have money in my pocket now I don't have any more.
- Q32. "How did you become aware of the self exclusion process?"
 Counsellor. Friend. Family. Media. CAP/Staff. Other venue.
A. 2 years ago I have been told so many times Friend

Q33. "Are you aware that the period of exclusion should this application be granted is indefinite?"

A yes

Q34. "I am excluding you from entering and remaining in the Crown Casino pursuant to Section 72 of the Casino Control Act. Do you understand that?"

A yes, thank you

Q35. "You are advised that under section 77 of the Casino Control Act 1991; you must not enter or remain in the Casino. Failure to comply with this order may result in proceedings taken against you for an offence against the Act and liable for a penalty of 20 units. Do you understand this?"

A yes

Q36. "You are advised that under section 78B of the Casino Control Act 1991, if you enter or remain in the casino, all winnings (including linked jackpots) paid or payable on any game will be forfeited to the State Government. This includes non-monetary prizes. Do you understand this?"

A yes

Q37. "Under Section 73 of the Casino Control Act you may within 28 days of receiving this order, appeal against its direction to the Victorian Commission for Gambling Regulation. Do you understand this?"

A yes

Order Served at: _____
(Time & Date)

Interpreter's Name and Address: _____

SE # 2931

STATEMENT**Kylie McCROHAN****States**

My name is Kylie McCROHAN. I am employed by Crown Melbourne Limited in the position of Responsible Gaming Liaison Officer on duty. I am authorised to issue and revoke exclusion orders by Power of Attorney executed on 7 July, 2009 by Crown Melbourne Limited through its attorney.

At about 13.37pm on Tuesday 11th May 2010 I attended the Crown Responsible Gaming Support Centre and conducted an interview with a person who I now know as

Name: Jiuming ZHOU

DOB: [REDACTED]

Address: [REDACTED]

I said, "Do you require an interpreter to assist you with this interview?"

He said, "Yes"

Interpreter's name: Joey Chu ID number: [REDACTED] Language: Mandarin

I said, "My name is Kylie McCROHAN, I am the Responsible Gaming Liaison Officer. I am going to ask you some questions in relation to your application for Self-Exclusion, these questions are personal so you do not have to answer them but your answers will support your application, and remain confidential. Do you understand this?"

He said, "I understand, there is no need to be confidential."

I said, "What is your full name?"

He said, "Jiuming ZHOU."

I said, "What is your age and date of birth?"

He said, "41, [REDACTED]"

I said, "What is your current address?"

He said, "[REDACTED]."

I said, "Can you produce anything to confirm your identity?"

He said, "Yes"

He produced a Chinese Passport, [REDACTED]

I said, "What is your occupation?"

He said, "Unemployed in here."

I said, "What is your income per week?"

He said, "No income."

I said, "What is your marital status?"

He said, "Married."

I said, "Do you have a contact telephone number?"

He said, "[REDACTED]"

I said, "Do you make this application of your own free will?"

He said, "Absolutely."

12



I said, *"Why do you wish to be excluded from the casino?"*
He said, "Because I am broke, that's why I want to fix it."

I said, *"When was the first time you attended the casino?"*
He said, "2006."

I said, *"When was the last time you attended the casino?"*
He said, "3 days ago."

I said, *"How much money have you spent in the casino?"*
He said, "More than 20 million."

I said, *"Where does the money that you use to gamble with come from?"*
He said, "Earn it from China."

I said, *"How often do you come to the casino?"*
He said, "For the past 2 years, 5 or 6 times only. Staying at the casino."

I said, *"How long do you stay?"*
He said, "For a very short period of time, win or lose then go."

I said, *"What games do you like to play?"*
He said, "Baccarat."

I said, *"How much is your average bet?"*
He said, "Sometimes \$10 to \$200 000."

I said, *"How much money do you spend on average per visit?"*
He said, "Wouldn't be less than \$100k."

I said, *"Have you received any professional counselling?"*
He said, "No, no money to do counselling."

I said, *"Has the counselling helped you?"*
N/A

I said, *"Do you understand that the Application for Self-Exclusion contains an undertaking that you will seek and continue to seek the assistance of a qualified counsellor in the field of problem gambling?"*
He said, "I understood, but I am not coming back."

I said, *"Can the Responsible Gaming Support Centre be of assistance to you with organising counselling?"*
He said, "No."

I said, *"Do you gamble in any other way?"*
He said, "No."

I said, *"Do you gamble at any other gaming venue?"*
He said, "Yes, but I don't have any money now."

I said, *"Would you like assistance with arranging a 'Deed of Self-Exclusion' from that venue?"*
He said, "Yes."

I said, *"Do you travel interstate to gamble at other casinos?"*

He said, "Not now."

I said, *"Have you any gambling debts?"*

He said, "No."

I said, *"How much money do you owe as a result of gambling?"*

N/A

I said, *"To whom or what organisation do you owe money?"*

N/A

I said, *"How has gambling affected your life?"*

He said, "Before I have money in my pocket now I don't have anymore."

I said, *"How did you become aware of the self exclusion process?"*

He said, "2 years ago, I have been told so many times, friend."

I said, *"Are you aware that the period of exclusion should this application be granted is indefinite?"*

He said, "Yes."

I said, *"I am excluding you from entering and remaining in Crown Casino pursuant to Section 72 of the Casino Control Act. Do you understand that?"*

He said, "Yes, thank you."

I said, *"You are advised that under section 77 of the Casino Control Act 1991 you must not enter or remain in the Casino. Failure to comply with this order may result in proceedings taken against you for an offence against the Act and liable for a penalty of 20 units. Do you understand this?"*

He said, "Yes."

I said, *"You are advised that under section 78B of the Casino Control Act 1991, if you enter or remain in the casino, all winnings (including linked jackpots) paid or payable on any game will be forfeited to the State Government. This includes non-monetary prizes. Do you understand this?"*

He said, "Yes."

I said, *"Under Section 73 of the Casino Control Act you may within 28 days of receiving this order, appeal against its direction to the Victorian Commission for Gambling Regulation. Do you understand this?"*

He said, "Yes."

I issued and served an Exclusion Order at 2.05pm on Tuesday 11th May 2010 and handed the original of the Exclusion Order to Mr Jiuming ZHOU in the presence of HD Operations Manager James EGAN. The patron was issued with the Exclusion Order on the grounds of his application for Self-Exclusion.

I have not at any time revoked or varied the Exclusion Order of Jiuming ZHOU. I am not aware that any other person has revoked or varied the Exclusion Order relevant to Mr Jiuming ZHOU.

At the time of the issue of the Exclusion Order, my power to issue Exclusion Orders under the Power of Attorney was still valid and had not been revoked.

[Redacted]

Kylie McCROHAN

Signature witnessed by me at
...2.1.21...am/pm on 06/06/2010 at
Southbank.

[Redacted]

(S. WATKINS)

I hereby acknowledge that this statement is true and correct and I make it in the belief that a person making a false statement in the circumstances is liable to the penalties of perjury.

[Redacted]

Kylie McCROHAN

Signature witnessed by me
at 2.1.21 am/pm 06/06/2010 at
Southbank

[Redacted]

(S. WATKINS)



