	<b>SECURITY SERVICES</b> <b>SECURITY INVESTIGATION UNIT   INVESTIGATION REPORT</b> <b>SUBJECT: Veng ANH [REDACTED]</b>
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START DATE:	<b>27/09/2016</b>
IBASE REFERENCE:	[REDACTED]
PRIMARY CASE OFFICER:	<b>Tim Sharland</b>
ENDORSED BY OPERATIONS MANAGER:	<b>Mark Oxnam</b>

#### INITIAL ALLEGATION/S

*On Friday the 16<sup>th</sup> September, 2016 SIU Investigators were notified in relation to suspicious behaviour in the Level Six Crown car park. As a result of this Surveillance have reviewed the movements of a Crown employee, identified as **Veng ANH [REDACTED] (VP International Business Ops)**. During a review of this suspicious behaviour interaction were observed including taking the female (non-employee) to back of house admin corridor and enter toilet area. They exit a few minutes later before returning to the vehicle and again drive to the far side of the car park. They then remain in this area until 0600hrs ANH and female are observed in the vehicle and exiting car park via Clarke St exit. Due to this suspicious behaviour an investigation was commenced in an effort to identify the female and also ensure no further breaches of Crown policy were detected.*

#### PERSON OF INTEREST 1 DETAILS

DATE TAKEN: SOURCE:	[REDACTED]		
SURNAME:	<b>ANH</b>		
GIVEN NAMES:	<b>Veng</b>		
ALIASES:			
DATE OF BIRTH:	[REDACTED]	CROWN ID:	[REDACTED]
POSITION:	<b>VP International Business Ops</b>	BUSINESS UNIT:	<b>VIP International</b>
SYCO:	<b>N/A</b>	SEER:	<b>N/A</b>
ADDRESS:	[REDACTED]		
TELEPHONE:	[REDACTED]	MOBILE PHONE:	[REDACTED]

**PERSON OF INTEREST 2 DETAILS**

**DATE TAKEN:**  
**16/09/2016**



<b>SURNAME:</b>	<b>UNKNOWN</b>		
<b>GIVEN NAMES:</b>			
<b>ALIASES:</b>			
<b>DATE OF BIRTH:</b>		<b>CROWN ID:</b>	
<b>POSITION:</b>	<b>N/A</b>	<b>BUSINESS UNIT:</b>	<b>N/A</b>
<b>SYCO:</b>		<b>SEER:</b>	
<b>ADDRESS:</b>			
<b>TELEPHONE:</b>		<b>MOBILE PHONE:</b>	

**INITIAL INQUIRIES**

- Surveillance back tracking ANH's movements;
- Opera Hotel Stays;
- Parking Services;
- Employee Swipe reports;
- Indoor Room key swipe reports

**INTERNAL STAKEHOLDERS NOTIFIED**

- Barry FELSTEAD (CEO Crown Australia Resorts)
- Craig WALSH (GM Surveillance and Security);
- All Security/ Surveillance Senior Management;

**EVIDENCE / INFORMATION**

<b>SURVEILLANCE/COMMS REQUESTED TO ASSIST :</b>	<b>See Surveillance Logs</b>
<b>CCTV/IMAGES:</b>	
<b>See attached</b>	
<b>AUDIO:</b>	
<b>NIL</b>	
<b>STATEMENTS OBTAINED:</b>	
<b>NIL</b>	

EXHIBITS:	
See attached	
E/FILE REQUESTED:	PID 57360

## CASE NOTES

In addition to the initial allegation, on the **16-Sep-16** Investigators have established the following:

- On **14/09** similar suspicious behaviour and BOH Level 6 access by ANH and same unknown female; @1615hrs ANH check-in at Promenade Hotel, whilst female remains on Level 1. ANH then returns to female and enters lift with female;

Enquiries revealed that ANH has checked into Promenade Rm 1873, (Junket – [REDACTED] Folio (See attached)

### Room Stays guaranteed to Mahogany by ANH (last 2months until 22/09)

Resort	Res Status	Room	RM Type	Guest Last Name	Guest First Name	Arrival Date	Departure Date	Rate Code	Cashier Comments
CT	Checked Out	0603	DT	[REDACTED]	[REDACTED]	26/08/2016	27/08/2016	LCS_INTQ	GTM per Veng
CT	Checked Out	0606	DK	[REDACTED]	[REDACTED]	29/06/2016	30/06/2016	LCS_INTQ	GTM as per Veng
CT	Checked Out	0803	DT	[REDACTED]	[REDACTED]	14/07/2016	15/07/2016	LCS_INTQ	GTM AS PER VENG
CT	Checked Out	0806	DK	[REDACTED]	[REDACTED]	4/09/2016	5/09/2016	LCS_INTQ	GTM as per Veng
CT	Checked Out	0810	TS	[REDACTED]	[REDACTED]	1/09/2016	2/09/2016	LCS_INTQ	GTM as per Veng
CT	Checked Out	0814	DK	[REDACTED]	[REDACTED]	18/09/2016	19/09/2016	LCS_INTQ	GTM ALL CHARGES >> Reg card signed by Veng
CT	Checked Out	0820	DK	[REDACTED]	[REDACTED]	21/08/2016	22/08/2016	LCS_DOMQ	GTM as per Veng
CT	Checked Out	2007	PK	[REDACTED]	[REDACTED]	17/07/2016	18/07/2016	LCS_INTQ	GTM PER VENG
CP	Checked Out	2177	SKP	[REDACTED]	[REDACTED]	20/09/2016	21/09/2016	BLAC	POA / COUT as per lcy adn she paid Cash for The Room - GTM p/VENg MHg srv mgr
CP	Checked Out	2191	SKP	[REDACTED]	[REDACTED]	8/09/2016	9/09/2016	PLATCOMP	RM2VCHR / GTEED TO MHG (REG CARD SIGNED BY VENG ANH – INTERNATIONAL BUS OPERATIONS(STAFF ID [REDACTED])
CT	Checked Out	2202	PK	[REDACTED]	[REDACTED]	5/06/2016	6/06/2016	LCS_INTQ	gtm as veng
CT	Checked Out	2216	PT	[REDACTED]	[REDACTED]	23/08/2016	24/08/2016	LCS_INTQ	GTM as per Veng

Whilst Investigators are of the opinion that some of these bookings appear to be legitimate, other hotel bookings raise doubts about their legitimacy. There are a number of similarities with these bookings, in particular the ones that are attributed to DAY SILENT (Investigators have attached Hotel Folio printouts for all of these transactions below.) Without CCTV footage of these other check-ins Investigators are unable to categorically prove that these other bookings are for personal use;

- 5/06/16 - 6/06/16 – Crown Towers Room 2202
- 29/06/16 – 30/06/16 – Crown Towers Room 0606
- 14/07/16 – 15/07/16 – Crown Towers Room 0803
- 17/07/16 – 18/07/16 – Crown Towers Room 2007

## Incidents

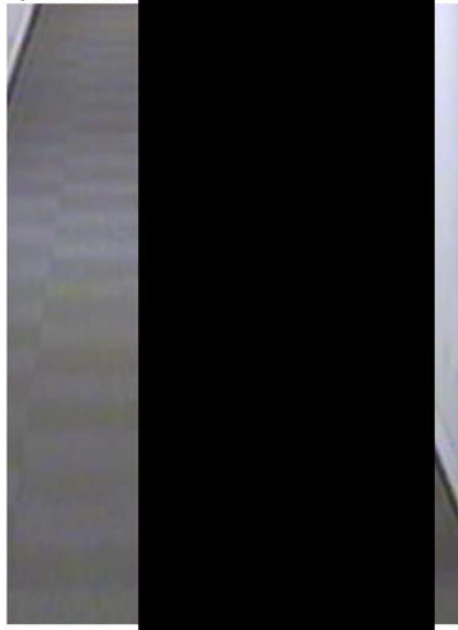
### Allegation 1. (14-Sep-16) BOH breach

- **0552hrs** ANH and female enter level 6 BOH and appear to go to the toilet. They exit a few minutes later and return towards level 6 car park.  
\*\*\* ANH allowing unauthorised access to BOH to non-employee (see swipe card access) \*\*\*

Date	Time	Door	Door	Access	Card No
14/09/16	5:51:51	CS-L607-1CR	L6 LBBY TO OFFICE LK	GRANTED	134723



14/09/16 0552hrs ANH escorting female BOH (Level 6)



**Allegation 2. (14-Sep-16) Promenade Room 1873 Check-in**

- **1902hrs** ANH and female arrive and enter car park via Clarke St in **VA 1688**
- **1907hrs** ANH and female exit level 5 car park and enter lift lobby. They enter lift and travel down to level One Retail area. They walk to the Promenade Hotel.  
ANH then attends the Promenade reception desk and appears to check into a room.  
ANH completes check-in and receives room keys. During this time female remains on Level One at top of escalators;
- **1615hrs** ANH enters level one lift lobby with female and they enter lift and travel up to level 18 and exit lift. (ANH uses room key to access level 18)

**Commercial-In-Confidence**

\*\* During this check in process it should be noted that ANH hands a \$427 payment o Hotel reception staff. Enquiries made with Hotels confirmed this cash payment was for settling an outstanding the account for other accommodation attributed to VIP customer, [REDACTED] staying in room 0797 and is not part of this accommodation check-in.\*\*

14/09/16 19:14 0797 [REDACTED] 9000 Cash AUD 0.00 427.00 2530-AM390279  
#1567651

Room No. : 0797  
Arrival : 11/09/16  
Departure : 13/09/16  
Page No. : 1 of 1  
Folio No. : 1498371  
TA Rec. Loc. :  
CRS No. :  
Cashier No. : SUPSERV

COPY OF TAX INVOICE  
Membership No. [REDACTED]  
Company Name Crown - VIP Services  
Group Code BLAC2016B

Date	Description	Reference	Charges	Credits
11/09/16	Hotel Accommodation		203.50	
12/09/16	Hotel Accommodation		203.50	
13/09/16	Promenade Mini-Bar Food - Manual	2183	20.00	
14/09/16	Cash			427.00
<b>Total</b>			<b>427.00</b>	<b>427.00</b>

\* Indicates non-taxable supply  
Crown Signature Club redemptions are not taxable supplies and

**Promenade Room 1873 Check-in**

CP - Reservation 7315247 CHECKED OUT

Name Day SILENT Phone [REDACTED] Agent [REDACTED]  
 First Name [REDACTED] Email [REDACTED] Company Crown - VIP Serv  
 Title Mr Post Cd [REDACTED] Member Type CAS Group V Platinum Signa  
 Language E VIP [REDACTED] No. [REDACTED] VIP1 Source [REDACTED]  
 Last Room 1873 ast Stay 15-SEP-2016 ast Rate 203.50 Total stays 2 Contact VIP Services

More Fi...  Smoking

Arrival 14/09/16 Wednesday ETA 19:12 Res. Type CHE Checked In Disc. Amt. %  
 Nights 1 Market LCS Leisure Casinc Reason  
 Departure 15/09/16 Thursday ETD 12:29 Source VIP VIP Gaming Preference  
 Adults 1 Child 0 Origin TEL Telephone Specials  
 No. of Rms. 1 Payment GTM Guarantee Comments POA  
 Room Type SQQ RTC. SQQ CC No. CRS No.  
 Room 1873 DNM Exp. Date Bank Name CC TA Rec Loc  
 Rate Code LCS\_INT Fixed Rate Name CC ABN No.  
 Rate 203.50 Approval Code Contact Nm VENG/ALIM  
 Packages Term Inv. Approval Amt. Contact Ph 4090  
 Block Code PLAT2016 Promo Guest Balance 0.00 Confirmation NO  
 No Post Print Rate

\*\* This room was GTM by Veng (Guaranteed To Mahogany) and under Junket - [REDACTED]  
 With room charges to [REDACTED] Silent room account. \*\*



[REDACTED] SILBNT

Room No. : 1873  
 Arrival : 14/09/16  
 Departure : 15/09/16  
 Page No. : 1 of 1  
 Folio No. : 1500866  
 TA Rec. Loc. :  
 CRS No. :  
 Cashier No. : SUPSRV

COPY OF TAX INVOICE  
 Membership No. [REDACTED]  
 Company Name Crown - MP Services  
 Group Code PLAT2016B

Date	Description	Reference	Charges	Credits
14/09/16	Promenade - In Room Dining Dinner	FodRoom# 1873 : CHECK# 0410162	69.50	
14/09/16	In Room ETV Movie		16.95	
14/09/16	Mahogany LVL29 Dinner Food	Room# 1873 : CHECK# 1416589	63.50	
14/09/16	Hotel Accommodation		203.50	
16/09/16	Promenade Mini-Bar Food - Manual	2529	18.95	
19/09/16	Inter Hotel Transfer**		372.40	
	transfer to 9029 ICT PM account ISN as per INTL gaming			

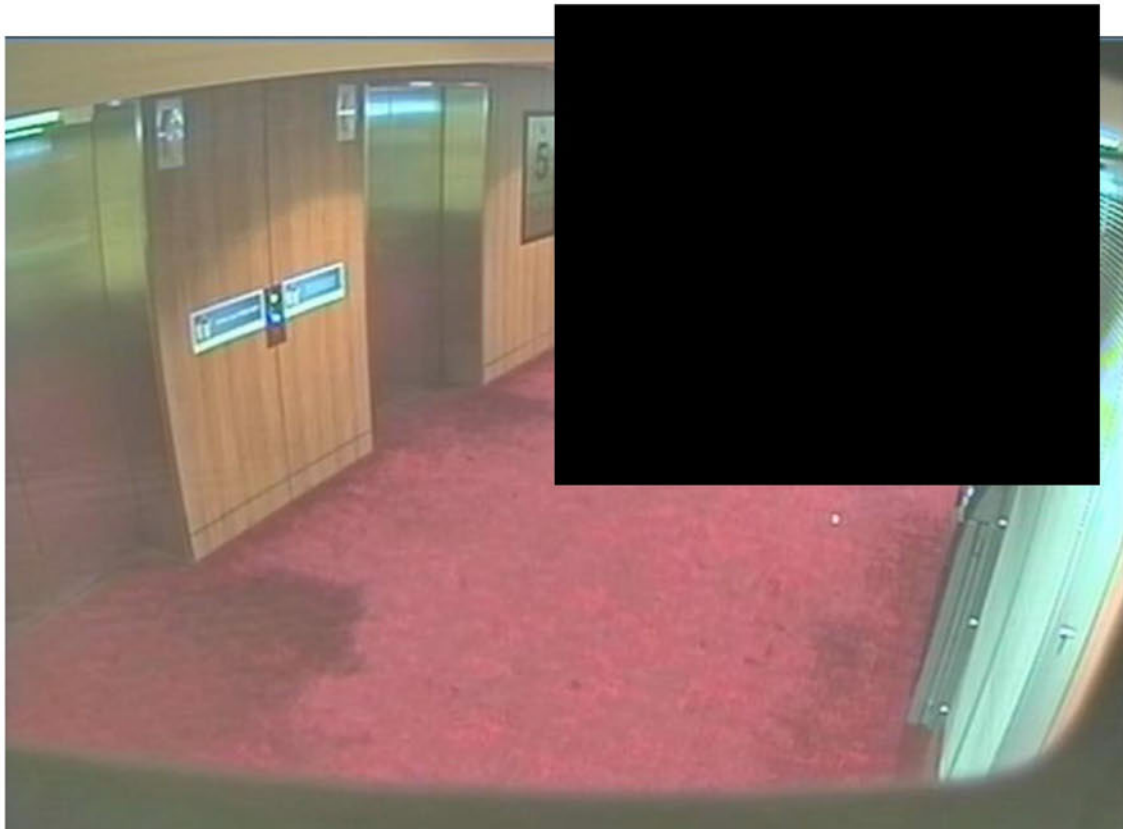
\* Indicates non-taxable supply  
 Crown Signature Club redemptions are non-taxable supplies and therefore no GST should be claimed on these transactions.

Total	0.00	0.00
GST		3385
Total incl. GST		000
Balance		0.00 AUD

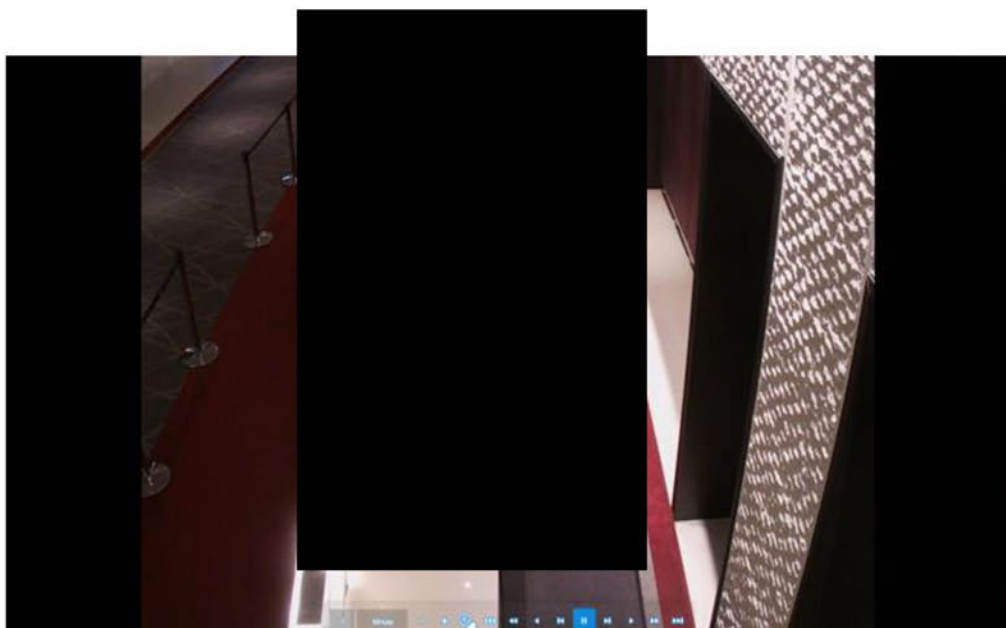
Guest Signature: \_\_\_\_\_  
 Please note that a service fee of 1.5% applies to accounts settled with a credit card.



1902hrs ANH & unknown female enter car park



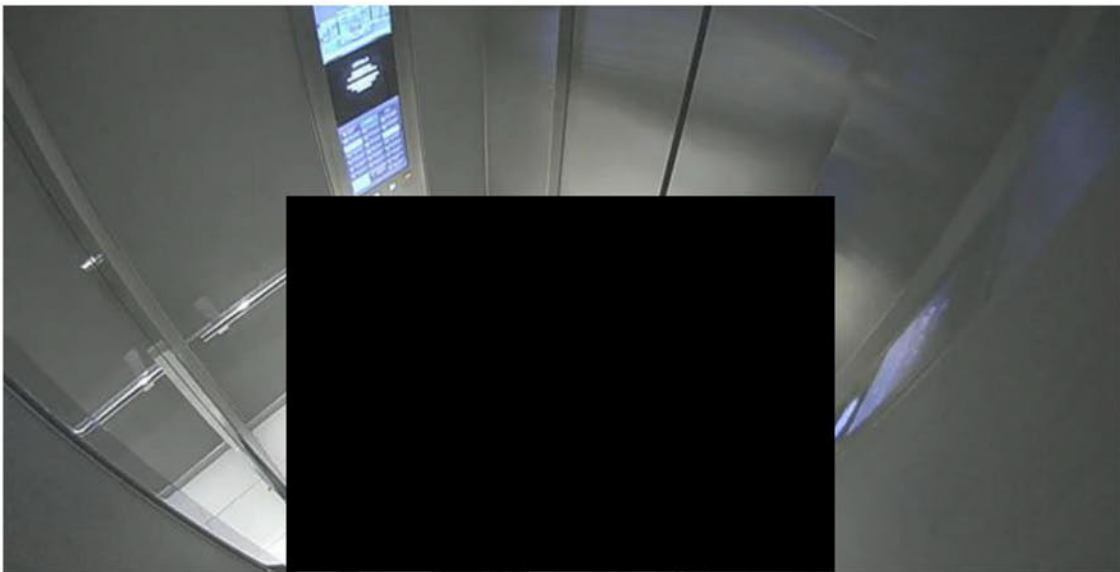
1907hrs ANH and female exit level 5 car park & enter lift lobby.  
They enter lift and travel to level 1 Retail. They exit and walk to the Promenade Hotel.



1911hrs ANH attends Promenade Hotel Reception Desk. The female remains on level one at top of escalators.



1915hrs ANH and female enter level 1 Promenade Lift Lobby & enter lift



1916hrs ANH and female travel up lift to level 18  
ANH uses room key to access level 18 and access room 1873

**Allegation 3 (16-Sep-16) ) BOH breach**

- **04:18hrs** ANH and same unknown Asian female exit a vehicle as passengers at Whiteman St outside of Galactic Circus. They walk around under Kingsway and enter Ground floor lift lobby;
- **04:20hrs** ANH and female enter lift and exit lift at level 5 and enter car park;
- **04:23hrs** ANH and female drive a Black Mercedes SUV Registration [REDACTED] and park vehicle in far corner of level 6 car park;
- **05:20hrs** Surveillance Comms are contacted by Metropol Security Officer to monitor two persons sitting in a vehicle in far corner of level 6 car park. They unable to sight the vehicle as is out of camera view.

**Commercial-In-Confidence**



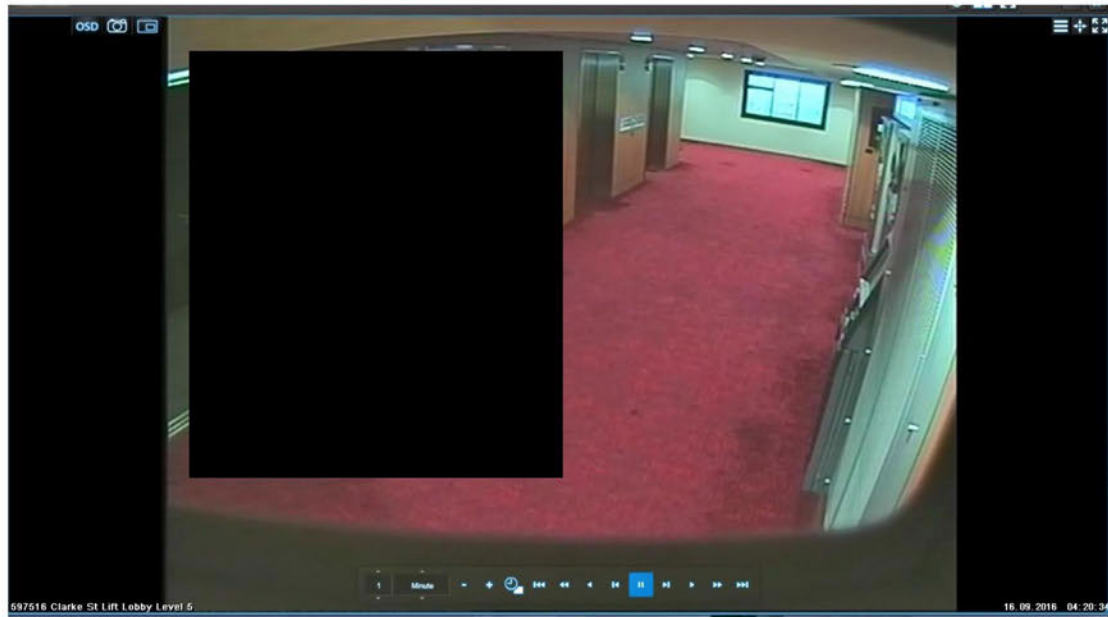
- **05:24hrs** The vehicle, being the Black Mercedes SUV is driven from the area and is parked in parking bay near the Level Six lift lobby. ANH and the female exit the vehicle (ANH driving and female from rear seat of vehicle). They walk across to lift lobby. ANH appears dishevelled and tucks in clothing;
- **05:25hrs** ANH and female enter lift lobby and enter level 6 Admin Office area BOH corridor. ANH swipes his ID to gain access. Female not observed to wear ID. They both enter toilet corridor;
- **05:28hrs** ANH and female exit toilet area and exit BOH and return to car park and the vehicle. The vehicle is driven back across to far corner out of view;
- **06:01hrs** ANH and female exit car park in the vehicle via Clarke St Exit 2 – ANH driving vehicle and uses his ID to exit car park.

\*\*\* ANH allowing unauthorised access to BOH to non-employee (see swipe card access) \*\*\*

Date	Time	Door	Door	Access	Card No
16/09/16	5:25:35	CS-L607-1CR	L6 LBBY TO OFFICE LK	GRANTED	134723



**04:18hrs** ANH and unknown Asian female exit a vehicle as passengers at Whiteman St. They walk around under Kingsway and enter Ground floor lift lobby.



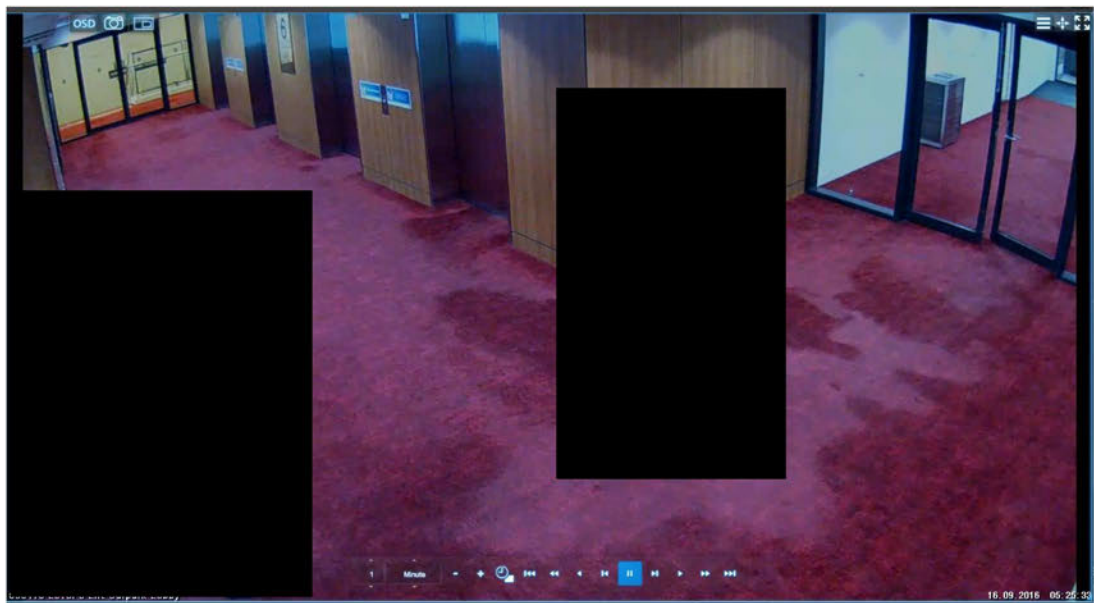
04:20hrs ANH and female exit lift at level 5 and enter car park



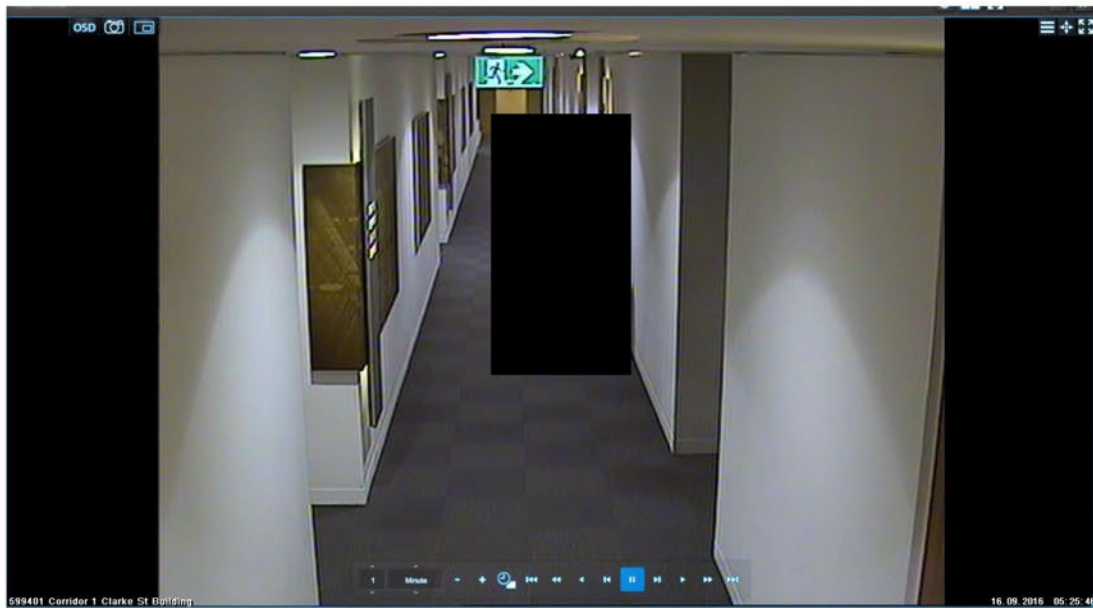
05:24hrs The vehicle is driven from the area and is parked in parking bay near the level 6 lift lobby.



ANH and an unknown female exit the vehicle (ANH driving female in rear seat)



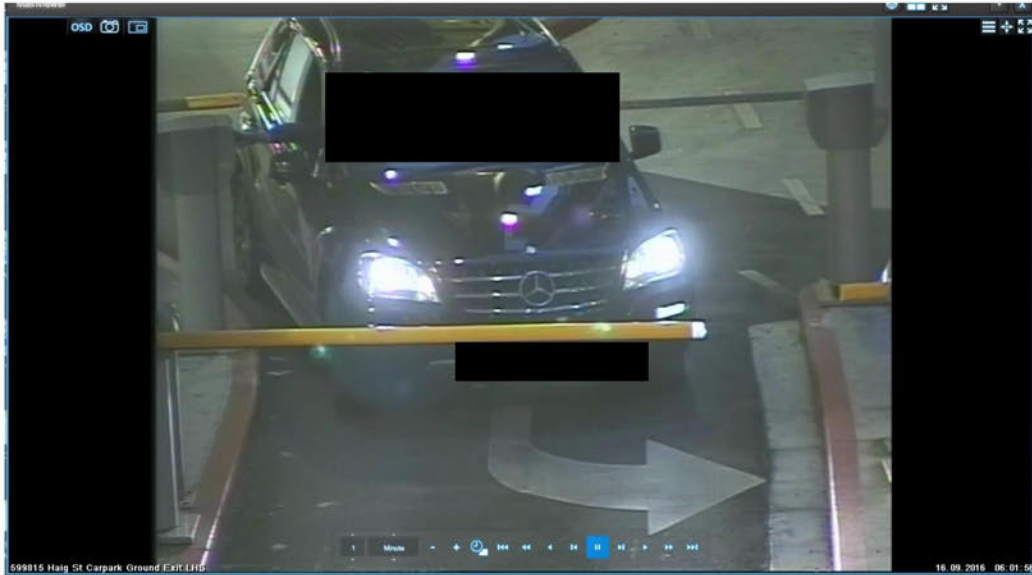
05:25hrs ANH and female enter lift lobby and enter level 6 Admin Office area BOH corridor.



05:28hrs ANH and female exit toilet area and exit BOH and return to car park and the vehicle. Vehicle is driven back across to far corner out of view



05:59hrs ANH and female depart level 6 car park in the vehicle



06:01hrs ANH and female exit car park in vehicle via Clarke St Exit

**Allegation 4. (26 to 27 Sep-16) Towers Room 2818**

- 17:44hrs ANH enters the car park via Clarke St RHE
- 18:53hrs ANH uses his ID once to swipe at Level 2 VIP Front Door;
- 17:57hrs ANH observed in company with same unknown female at Towers lift lobby (nil footage in lift as camera down);
- 19:45hrs ANH enters lift and exits on Level 2;
- 19:47hrs ANH enters lift on Level 2 (holding bags) uses staff ID to access lift. During time in lift ANH removes room key from jacket pocket;
- 20:34hrs ANH uses staff ID to access Level 28, holding bag which appears to contain takeaway food.
- 22:16hrs ANH uses staff ID to access Level 28;
- 04:41hrs ANH arrives back at Crown (Eastern Porte) in Taxi with same unknown female and proceed in to lift. ANH uses staff ID to access Level 28. Just prior to exiting lift female pats ANH on bottom. Both exit and a short time later Room 2818 accessed.

**Crown Towers Room 2818 Check-in**

CT - Reservation 7338833 CHECKED IN			
Name	[Redacted]	Phone	[Redacted]
First Name	[Redacted]	Email	[Redacted]
Title	Mr	Member Type	CAS
Language	E	No.	[Redacted]
Last Room	2220	ast Stay	26-SEP-2016
ast Rate	297.00	Total stays	77
Contact	VIP Services		
More Fi... <span style="float:right">Smoking</span>			
Arrival	26/09/16 Monday	ETA	13:05
Nights	7	Res. Type	CHE Checked In
Departure	03/10/16 Monday	Market	LCS Leisure Casino
Adults	1	Source	VIP VIP Gaming
Child	0	Origin	TEL Telephone
Room Type	PK	Payment	GTM Guarantee
Room	2818	CC No.	[Redacted]
Rate Code	LCS INT	Exp. Date	[Redacted]
Rate	297.00	Name CC	[Redacted]
Block Code	VIPINT20	Approval Code	[Redacted]
		Approval Amt.	[Redacted]
		Guest Balance	1,284.00
		No Post	<input type="checkbox"/>
		Print Rate	<input checked="" type="checkbox"/>
		Disc. Amt.	%
		Reason	[Redacted]
		Preference	ECCA,VGAM
		Specials	[Redacted]
		Comments	GTM as per Ct
		CRS No.	[Redacted]
		TA Rec Loc	[Redacted]
		ABN No.	[Redacted]
		Contact Nm	JACKYALIM
		Contact Ph	[Redacted]
		Confirmation	NO
		3rd Pty Conf	[Redacted]

\*\* This room was GTM by Cory (Guaranteed To Mahogany) and under Junket - [REDACTED]  
 With room charges to [REDACTED] silent room account. Of note this room booking was amended to another  
 VIP junket after an early checkout on 30/09/16, where another guest check in was located  
 corresponding to [REDACTED] account (see below) \*\*

**Crown Towers Room 2818 Amended room**

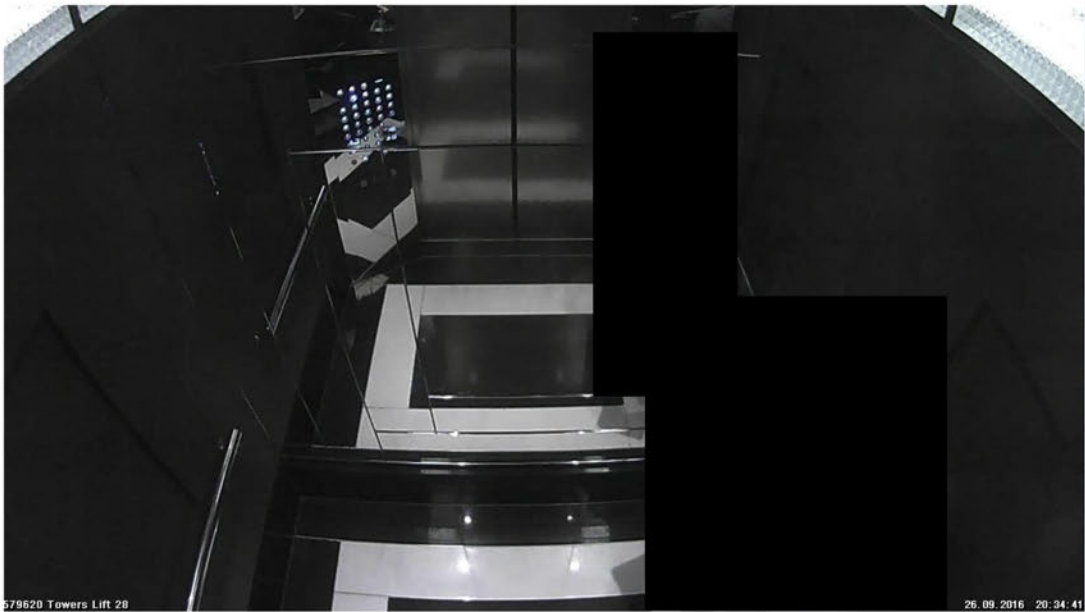
CT - Reservation 7338833 CHECKED OUT			
Name [REDACTED]		Phone [REDACTED]	Agent [REDACTED]
First Name [REDACTED]		Email [REDACTED]	Company Crown - VIP Serv
Title Mr	Post Cd [REDACTED]	Member Type CAS	Group VIP Services - Int
Language E	VIP [REDACTED]	No. [REDACTED]	Source [REDACTED]
Last Room 2807	Last Stay 03-OCT-2016	Last Rate 297.00	Total stays 80
More Fi...		Smoking	
Arrival 26/09/16	Monday	ETA 13:05	Res. Type CHE Checked In
Nights 4			Market LCS Leisure Casinc
Departure 30/09/16	Friday	ETD 07:10	Source VIP VIP Gaming
Adults 1	Child 0		Origin TEL Telephone
No. of Rms 1			Payment GTM Guarantee
Room Type PK	RTC PK		CC No. [REDACTED]
Room 2818		DNM	Exp. Date [REDACTED] Bank [REDACTED]
Rate Code LCS INTQ	Fixed Rate		Name CC [REDACTED]
Rate 423.50			Approval Code [REDACTED]
Packages [REDACTED]	Item Inv. [REDACTED]		Approval Amt. [REDACTED]
Block Code VIPINT20	Promo [REDACTED]		Guest Balance 0.00
		No Post	Print Rate
			Disc. Amt. %
			Reason [REDACTED]
			Preference ECCA, VGAM, N
			Specials [REDACTED]
			Comments GTM as per Ct
			CRS No. [REDACTED]
			TA Rec Loc [REDACTED]
			ABN No. [REDACTED]
			Contact Nm JACKY/ALIM
			Contact Ph [REDACTED]
			Confirmation NO
			3rd Pty Conf [REDACTED]



17:57hrs ANH observed in company with same unknown female at Towers lift lobby



19:47hrs ANH enters lift on Level 2 (holding bags) uses staff ID to access lift



20:34hrs ANH uses staff ID to access Level 28, holding bag which appears to contain takeaway food.



671 671 Crown Towers Lobby 27.09.2016 04:42:05  
04:41hrs ANH arrives back at Crown (Eastern Porte) in Taxi with same unknown female and proceed in to lift



ANH uses staff ID to access Level 28.



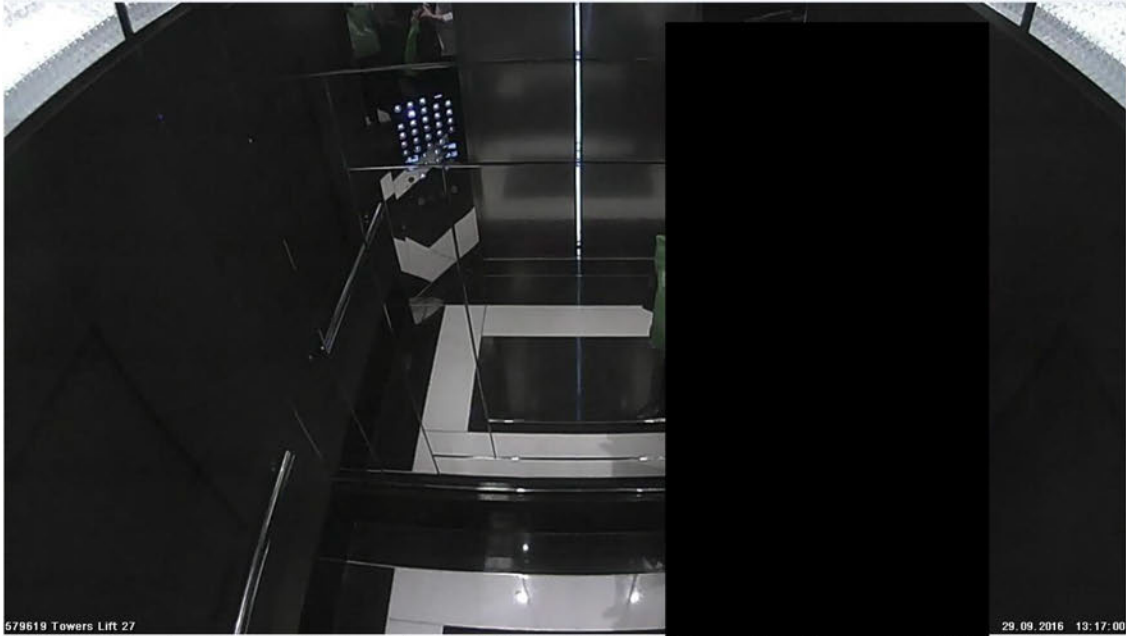
**Allegation 5. (29 to 30 Sep-16) Towers Room 2807**

- **13:17hrs** ANH enters Towers lift (dressed casually) travels to level 28 (using his ID to access lift) ANH exits lift enters lobby floor 28. Room 2807 is accessed using guest card at 1317hrs.
- **21:56hrs** ANH and the unknown female enters towers guest lift from floor 28 (VENG uses his ID card to access floor 31) They both exit lift and enter floor 31.
- **22:06hrs** They both exit floor 31 and enter lift (ANH uses his ID card to access floor 28). They both exit lift and a short time later room 2807 is accessed.
- **03:02hrs** The unknown female enters lift from ground floor lobby and travels up to floor 28. Room 2807 is accessed using guest card at 0303hrs.
- **0304hrs** ANH enters lift from ground floor lobby and travels up to floor 28. Room 2807 is accessed using guest card at 0305hrs.
- **06:12hrs** ANH exits Towers guest lift from floor 28 and exits to Atrium
- **06:16hrs** The unknown female exits guest lift from floor 28 and exits to atrium and walks out to southern Porte out of view.

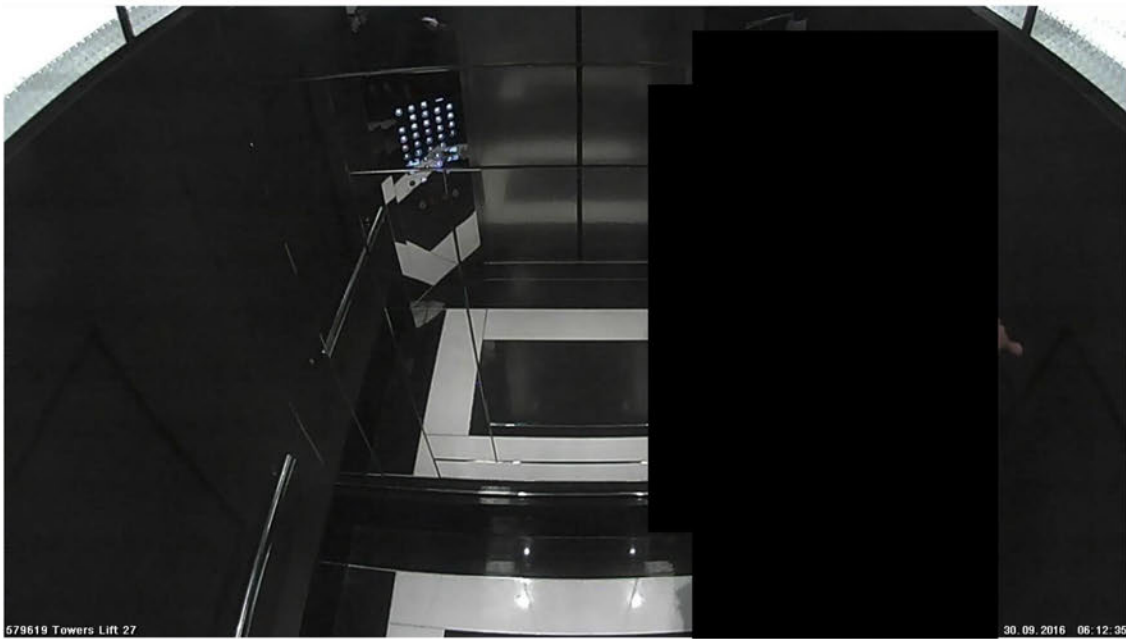
**Crown Towers Room 2807 Check-in**

CT - Reservation 7345307 CHECKED OUT			
Name	[REDACTED]	Phone	[REDACTED]
First Name	[REDACTED]	Email	[REDACTED]
Title	Mr	Member Type	LCS
Language	E	No.	[REDACTED]
Last Room	2807	Last Stay	03-OCT-2016
Last Rate	297.00	Total stays	80
Agent	[REDACTED]	Company	Crown - VIP Serv
Group	VIP Services - Int	Source	[REDACTED]
Contact	VIP Services		
More Fi... <span style="float:right">Smoking</span>			
Arrival	30/09/16 Friday	ETA	18:07
Nights	3	Res. Type	CHE Checked In
Departure	03/10/16 Monday	Market	LCS Leisure Casinc
ETD	05:43	Source	VIP VIP Gaming
Adults	2 Child 0	Origin	TEL Telephone
No. of Rms.	1	Payment	GTM Guarantee
Room Type	PK	CC No.	[REDACTED]
Room	2807	Exp. Date	[REDACTED]
Rate Code	LCS INT	Name CC	[REDACTED]
Rate	297.00	Approval Code	[REDACTED]
Packages	[REDACTED]	Approval Amt.	[REDACTED]
Block Code	VIPINT20	Guest Balance	0.00
		No Post	<input type="checkbox"/>
		Print Rate	<input checked="" type="checkbox"/>
Disc. Amt.	%	Reason	[REDACTED]
Preference	ECCA.VGAM.V	Specials	[REDACTED]
Comments	GTM as per Cd	CRS No.	[REDACTED]
Contact Nm	VENG/NZ	TA Rec Loc	[REDACTED]
Contact Ph	4090	ABN No.	[REDACTED]
Confirmation	NO	3rd Pty Conf	[REDACTED]

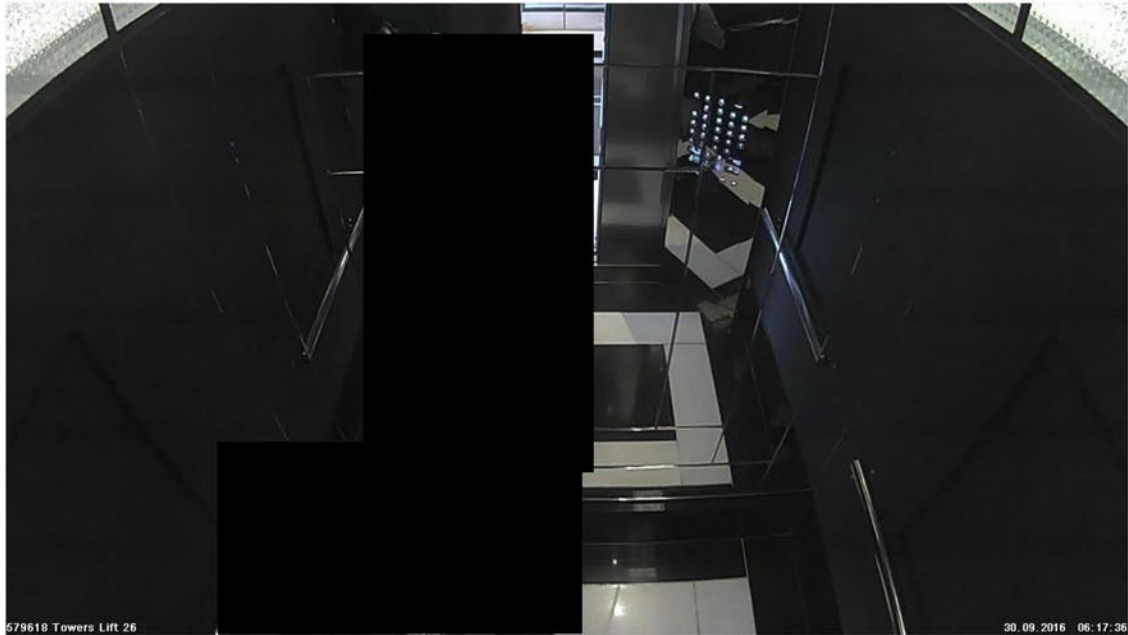
\*\* This room was GTM by Cory (Guaranteed To Mahogany) and under Junket - [REDACTED]  
With room charges to [REDACTED] Silent room account\*\*



579619 Towers Lift 27 29. 09. 2016 13: 17: 00  
13:17hrs ANH enters Towers lift (dressed casually) travels to level 28 (using his ID to access lift) ANH exits lift enters lobby floor 28



579619 Towers Lift 27 30. 09. 2016 06: 12: 35  
06:12hrs ANH exits Towers guest lift from floor 28



06:16hrs The unknown female exits guest lift from floor 28

## OUTCOME

Due to all of the above, Investigators are of the opinion that Veng AHN ( [REDACTED] ) is utilising VIP player account ( [REDACTED] ) to purchase room stays and food from restaurants for his own personal gain, which he utilises in company with an unknown female whom he appears to have a personal relationship.