

From: Xavier Walsh
Sent: Fri, 9 Apr 2021 18:41:34 +1000
To: Helen Coonan;'Toni Korsanos';Jane Halton
Cc: Lonnie Bossi;Anne Siegers;Alan McGregor;Bronwyn Weir;Nick Weeks;Nic Emery;Steven Blackburn;Matthew Young;Xavier Walsh
Subject: Simon Pan

Good evening Helen, Jane & Toni

Further to our brief discussion in the Crown Executive meeting this afternoon, below a summary of the information we have in relation to Mr Simon Pan visiting Crown Perth after he was banned in Crown Melbourne in 16 August 2019. An investigation is continuing to get to the bottom of exactly why this occurred, but following the meeting today Lonnie and I wanted to provide you a summary of what we know to date.

Mr Zhao Yuan Pan (Simon Pan), featured in the 28 July 2019 60 Minutes program as the owner of the 39 Tope Street brothel which had alleged connections to sex trafficking and associated persons who were convicted of money laundering.

- **16 August 2019** Mr Pan was issued a Withdrawal of Licence in Melbourne. For reasons not yet understood, but suspected to be an oversight or failure of communication, Mr Pan was not banned in Perth following his ban in Melbourne.
- **29th June 2020** A cross property barring notification to ban Mr Pan was received in Perth. An entry was made on his patron profile account number # 24202299 in LUI noting the ban, but it was not entered into SYCO which is one the systems the front line staff rely upon. This is currently being investigated.
- **21st December 2020** The oversight in not applying a “stop code” to the SYCO account was realised, however, it was then only applied to one of Mr Pan’s accounts # 24202299 (he had multiple accounts).
- **26th December 2020** Mr Pan attended Crown Perth as a guest interstate program player and after providing ID was reissued a new gold rewards card for one of his accounts #00181809. He then proceeded to enter the Pearl room as a guest over multiple days.
- **15 January 2021**, a Pearl Room Host realised he had a “stop code” against account #24202299 and he was removed from the casino and “stop codes” were applied against all of his then known accounts.

Note: Multiple accounts can occur when a patron presents different ID that may present the information in a different format e.g. Passport vs Drivers Licence particularly if there is another variation such as a middle initial versus the middle name being shown fully. However, the system brings up similar names when creating the account together with the DOB, to assist the receptionist clarify that an account doesn’t already exist. Obviously, there is a reliance on the diligence/alertness of the host. The accounts were supposed to be merged as part of a loyalty system upgrade completed in preparation for Sydney.

Mr Pan entered the Pearl Room 29 times post 16 August 2019 :

- 7 times between 21st-29th August 2019 as an interstate program player
- On 13th February as a guest, and
- 21 times as a guest between 26 December 2020 and 15 January 2021.

It's apparent that oversights/mistakes have been made for the above situation to occur, consequently there are a number of questions that we are seeking answers for, including:

- Why Mr Pan's accounts weren't consolidated when the account consolidation process was undertaken as part of a Loyalty system upgrade in preparation for the Sydney opening? What is the current status?
- What failings occurred that resulted in Mr Pan not being banned in Perth concurrently with Melbourne in August 2019? Moreover what caused the Crown property barring notification to be sent in June 2020 when he was barred in Melbourne in August 2019?
- Why a stop code wasn't applied to all of Mr Pan's accounts on 21st December 2020? Mr Pan entered the Pearl Room in his capacity as a guest of an interstate program player.

We hope to provide a more fulsome explanation next week.

In the meantime Craig Walsh has scheduled a meeting with the Security heads in Sydney and Perth for early next week settle a plan to ensure universal bans are applied across all properties for all existing banned patrons, as well as, a co-ordinated approach for future bans.

Regards

Xavier Walsh

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