

**From:** Stephen Hancock  
**Sent:** Fri, 23 Apr 2021 16:01:44 +1000  
**To:** Cage-MEL-Operations Managers;Cage-MEL-Area Managers HD;Cage-MEL-Area Managers  
**Cc:** IR\_Salomone, John;Mary Gioras;Jarrod Campbell;David Brown  
**Subject:** Telegraphic Transfer Completion - Four Eyes Check

Hi All,

Please be advised, effective immediately 2 x Cage Management members are required to sign and check all 'Incoming' and 'Outgoing' Telegraphic Transfers (TT's):

In line with the 'Cage Management Training Manual', both Managers are to independently check the documentation for the following:

**TT Received (TA)**

- Crowns Bank Statement – Confirming Full patron Name and Number, (not withstanding any banking character limits)
- Receipt provided from Customer matches transaction on statement with no anomalies, for e.g. date, patron name and number, amount of transaction, bank details are clear and legible.
- Receipt or Reference numbers appears on patrons receipt.
- Patron Bank Statement or account listing is received, (if required) confirming transaction has come from the patrons personal account only and is not from a 3<sup>rd</sup> Party.
- Funds are clear.
- Funds have not been aggregated.
- Funds are not a cash deposit.

- Funds are being sent to the patrons personal account and not a 3<sup>rd</sup> Party unless approval is received in line with the 'Third Party Transfers and Money Remitters Policy' and the memo dated 21<sup>st</sup> October 2020, 'Prohibition on 3<sup>rd</sup> Party - Commonly Ask Questions'.
- Patrons Bank statement or account listing is received, (if required) confirming transaction is being sent to the patrons personal account.

The Manager completing the paperwork will sign in the 'Prepare by' section whilst the Manager checking the paperwork will sign in the 'Authorised By' section.

Both Managers are accountable for ensuring the paperwork is prepared accurately and in line with Crowns procedures. Failure to complete TT paperwork accurately will result in disciplinary action.

If anyone has any questions regarding the above please speak with Mike or myself.

Regards

**Stephen Hancock** | General Manager - Cage & Count | Crown Melbourne Limited

W:

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