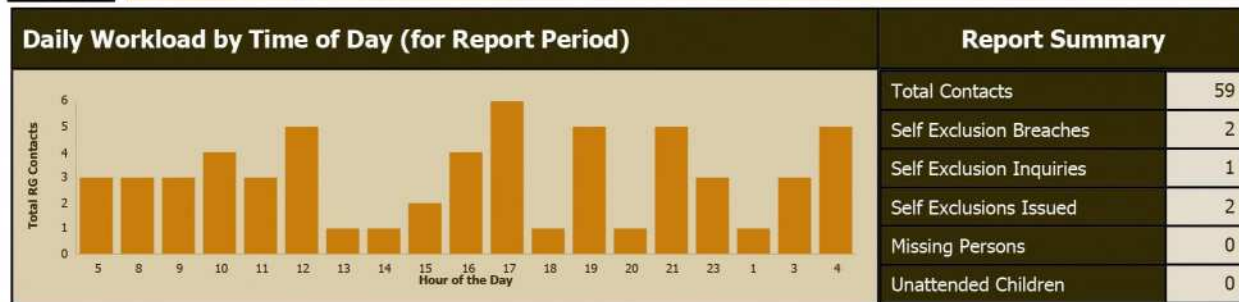


RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2019

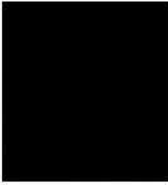







Person Registration Details	Comments	Photo
<p>Date / Time 10/06/2019 8:05:00 AM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Host</p> <p>RGA fb022711</p>	<p>PP16 VIP Tables</p> <p>Local Host manager (Brett) advised ██████ playing for 19hrs with no significant break.</p>	
<p>Date / Time 10/06/2019 8:15:00 AM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>PP20 PRE Machines</p> <p>Spoke to ██████ and asked her to take a substantial break. ██████ said she would be leaving at 9am as had a friend picking her up. RGA advised ██████ that she needed to take an 8hr break, not to return till 5pm 10/06/19. Put on ██████ 20 pager.</p>	
<p>Date / Time 10/06/2019 8:31:00 AM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Host</p> <p>RGA fb022711</p>	<p>PP20 VIP Tables</p> <p>Local Host manager (Brett) advised ██████ playing for 20hrs with no significant break.</p>	
<p>Date / Time 10/06/2019 9:27:00 AM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA fb022711</p>	<p>P24 PRE Tables</p> <p>TG ACM (Chris) advised ██████ playing for over 24hrs with no significant break.</p>	
<p>Date / Time 10/06/2019 9:29:00 AM</p> <p>Person Name ██████████</p> <p>Person ID ██████████</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Other</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>OS Pager Alert: ██████ was playing MGHY 2518 and had just left when I arrived. ACM (Para) said that ██████ was fine, happy and has no observable signs. Para said they will monitor ██████ with future play. ██████ was taken off OS pager.</p>	



RESPONSIBLE GAMING

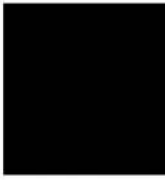

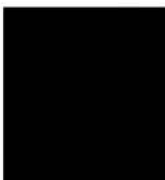


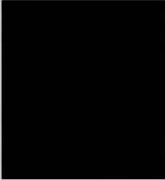
DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2019

Person Registration Details	Comments	Photo
Date / Time 10/06/2019 9:32:00 AM Person Name ██████████ Person ID ██████████ Referred By Table Games Nature of Service Observable Signs Referral Location No Referral RGA pf370890	AM (Christian) called to say that ██████ was falling asleep on table 0812. ██████ was just leaving Maple when RGA arrived, observed ██████ walking of MGF. ██████ had nil contact with RGA.	
Date / Time 10/06/2019 10:37:00 AM Person Name ██████████ Person ID ██████████ Referred By Gaming Machines Nature of Service Other Referral Location No Referral RGA pf370890	VOSM (Elmery) advised that and Proof of Age Card had been found a TEAK for ██████ and that he had 2 Syco numbers ██████. Stop codes were applied to ██████. Email sent to Chan to merge.	
Date / Time 10/06/2019 10:50:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA fb022711	PP16 VIP Machines GM VOSM (Elmery) advised ██████ playing for 19hrs with no significant break.	
Date / Time 10/06/2019 10:55:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA fb022711	PP16 PRE Machines GM VOSM (Elmery) advised ██████ playing for 18hrs with no significant breaks (staying in-house).	
Date / Time 10/06/2019 10:57:00 AM Person Name RGC Female Unknown Person ID Person ██████ Referred By Self Nature of Service Other Referral Location No Referral RGA fb022711	Unidentified female called RGC wishing to speak with "VIP"; provided female with Crown switchboard number.	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>PHOTO REQUIRED</p>  <p><small>ADVANCED ASSISTANCE SUPPORT Customer Support Line: 1800 610 888 Responsible Gaming Centre: 1800 881 030</small></p> </div>
Date / Time 10/06/2019 11:35:00 AM Person Name ██████████ Person ID ██████████ Referred By Gaming Machines Nature of Service Breach of Self Exclusion Referral Location RGC RGA pf370890	VSE (Melani) advised that ██████ was at TEAK reception looking for a replacement card. RGA called SV (Ben) for coverage and updated photo. ██████ and walked off the MGF via Atrium. ██████ acknowledge he was a SE but that was over 22 years ago. RGA asked how he had obtained a new CR card ██████ said he had signed up at CR Desk a couple of months ago. RGA explained that although he had a new CR card his SE still stands; T&Cs of SE were explained. ██████ understood but was disappointed he now couldn't gamble. ██████ wants to apply for Revocation. RGC BC accepted.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2019

Person Registration Details		Comments	Photo
Date / Time 10/06/2019 11:40:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA pf370890	<p>██████████ will call today with updated details. ██████████ wants to apply for revocation but now waiting to know the outcome of whether his beach on 10/06/19 stands. Email sent to Leon to discuss. Email sent to BoBo to upload photo on NF</p>		
Date / Time 10/06/2019 11:40:00 AM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Self Exclusion Information Referral Location RGC RGA fb022711	<p>██████████ attended RGC to enquire about SE; when advised of parameters he declined. ██████████ wants to become a professional poker player (is studying courses online to this end) and wants to limit his visitation/spend generally and focus on saving enough to enter tournaments. ██████████ stated he doesn't have a gambling 'problem' as such but needs to set himself some limits. Suggested he entrust his savings to a family member or friend (he suggested his boss) to restrict his ability to spend money at Crown on a frequent basis. Also recommended staying away from the complex entirely and looking for other ways to spend his time. ██████████ watches YouTube videos of poker and then wants to visit Crown to try out his 'skill-set'. Recommended he distract himself with either social catch-ups outside Crown or relaxing with material completely unrelated to poker. ██████████ grateful for the advice; was encouraged to return to RGC if any further assistance required.</p>		
Date / Time 10/06/2019 12:05:00 PM Person Name ██████████ Person ID ██████████ Referred By Self Nature of Service Revocation Information Referral Location RGC RGA fb022711	<p>██████████ called RGC to provide updated mobile contact number. Advised he banned himself years ago because he "was a magnet" to unidentified "bad people"; he was a contractor at Crown (briefly) and gambled, and seemed to have trouble with various unspecified patrons. ██████████ admitted to banning himself before he took "action"; he also advised he had frequently visited Jupiter's casino over the years and occasionally found similar problems. ██████████ expressed on several occasions his desire to have his SE revoked; advised his circumstances would be forwarded to management and he would be contacted the next day for the next steps required.</p>		
Date / Time 10/06/2019 12:33:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA fb022711	<p>PP20 VIP Tables</p> <p>Local Host manager (Brett) advised ██████████ playing for nearly 24hrs with no break longer than 4.5hrs.</p>		
Date / Time 10/06/2019 12:33:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA fb022711	<p>PP16 VIP Tables</p> <p>Local Host manager (Brett) advised ██████████ playing for 19hrs with no break longer than 3.5hrs.</p>		
Date / Time 10/06/2019 12:34:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA fb022711	<p>PP16 VIP Tables</p> <p>Local Host manager (Brett) advised ██████████ playing for 19hrs with no significant break.</p>		



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2019

Person Registration Details	Comments	Photo
Date / Time 10/06/2019 12:56:00 PM Person Name RGC Male Unknown Person ID Perso Referred By Self Nature of Service Other Referral Location No Referral RGA fb022711	Unidentified male called RGC to enquire about parking on his CR card; provided male with Crown switchboard number.	 PHOTO REQUIRED <small>UNLICENSED ASSISTED SUPPORT Casino's Gaming Help: 800 838 838 Responsible Gaming Centre: 800 807 038</small>
Date / Time 10/06/2019 1:45:00 PM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA pf370890	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO/Teak/RS	 PHOTO REQUIRED <small>UNLICENSED ASSISTED SUPPORT Casino's Gaming Help: 800 838 838 Responsible Gaming Centre: 800 807 038</small>
Date / Time 10/06/2019 2:58:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA fb022711	PP24 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for over 24hrs with no significant breaks.	[REDACTED]
Date / Time 10/06/2019 3:15:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA fb022711	PP20 PRE Machines GM VOSM (Rachel) advised [REDACTED] playing for 21hrs with no break longer than 4.5hrs.	[REDACTED]
Date / Time 10/06/2019 3:20:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location RGC RGA pf370890	[REDACTED] called RGC enquiring about application for Revocation as she hadn't received any information. I explained that she was required to send an email with all her relevant details and then wait for a reply for how to proceed. T&Cs of SE were explained again and that she mustn't come onto Gaming floor till revocation was approved.	[REDACTED]
Date / Time 10/06/2019 4:19:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	[REDACTED] completed 24hr break - removed from pager and returned to LD pager group.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2019

Person Registration Details		Comments	Photo
Date / Time 10/06/2019 4:22:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Other Referral Location No Referral RGA fb022711	[REDACTED]	removed from RGA pager group - patron WOL'd.	[REDACTED]
Date / Time 10/06/2019 4:58:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA fb022711	[REDACTED]	PP24 VIP Machines GM VOSM (Simon) advised [REDACTED] playing for nearly 29hrs with no break longer than 4.5hrs.	[REDACTED]
Date / Time 10/06/2019 4:58:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA fb022711	[REDACTED]	PP24 PRE Machines GM VOSM (Simon) advised [REDACTED] playing for over 24hrs with no significant breaks.	[REDACTED]
Date / Time 10/06/2019 5:21:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA fb022711	[REDACTED]	PP16 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for 19hrs with no significant break.	[REDACTED]
Date / Time 10/06/2019 5:22:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA fb022711	[REDACTED]	PP16 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for 19hrs with no significant break.	[REDACTED]
Date / Time 10/06/2019 5:22:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA fb022711	[REDACTED]	PP16 VIP Tables Local Host manager (Ben) advised [REDACTED] playing for 19hrs with no significant break.	[REDACTED]



RESPONSIBLE GAMING


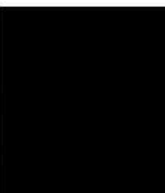

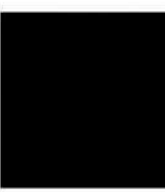


DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2019

Person Registration Details	Comments	Photo
Date / Time 10/06/2019 5:23:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA fb022711	PP20 VIP Tables Local Host manager (Ben) advised ██████ playing for 20hrs with no significant break.	
Date / Time 10/06/2019 5:23:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA fb022711	PP20 VIP Tables Local Host manager (Ben) advised ██████ playing for 20hrs with no break longer than 4hrs.	
Date / Time 10/06/2019 5:38:00 PM Person Name ██████████ Person ID ██████████ Referred By Gaming Machines Nature of Service Play Periods Referral Location RGC RGA fb022711	PP24 PRE Machines GM VOSM (Simon) caught up with ██████ she is staying in-house and celebrating her birthday. VOSM has allowed her to play until 6pm when she will have dinner (comped by VIP) and then asked to take an 8hr break.	
Date / Time 10/06/2019 6:06:00 PM Person Name ██████████ Person ID ██████████ Referred By Crown Perth Nature of Service Self Exclusion Referral Location GHTel Service RGA fb022711	██████ applied for joint SE in CP; RGA was Jo ██████ Stopcode added to CM account.	
Date / Time 10/06/2019 7:30:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	PP24 PRE Tables I observed ██████ playing at BA1209 while canvassing on gaming floor. I advised her to go home because she had returned to gaming floor too early. Alma ██████ advised that She had noticed ██████ playing in pit 12 since 2pm. ██████ left immediately.	
Date / Time 10/06/2019 7:43:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP20 VIP Tables ACM informed patron has played for 20hrs.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2019

Person Registration Details		Comments	Photo
Date / Time 10/06/2019 7:45:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA gj014394	PP24 PRE Tables Robert and I noticed ██████ was playing at BA0822 again. She was advised to go home otherwise she would face another 24 hours break. ██████ tried to argue with me. She told me that she had borrowed 10k and lost 3k this afternoon. ██████ was escorted out of gaming floor by security. Surveillance advised. Leon was suggested to issue a welfare WOL.		
Date / Time 10/06/2019 7:47:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA vm370923	PP20 VIP Tables DSM Jaimie informed patron is at 23hrs.		
Date / Time 10/06/2019 7:50:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA rz034057	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO, TG AM, HD and Host.		
Date / Time 10/06/2019 8:04:00 PM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA vm370923	SV Melissa informed patron was seen leaving the gaming floor via village entry. Nil contact by RGA.		
Date / Time 10/06/2019 9:15:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA gj014394	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO, TG AM,		
Date / Time 10/06/2019 9:19:00 PM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Host RGA vm370923	PP24 VIP Tables DSM Ralph informed patron has played for 24hrs.		



RESPONSIBLE GAMING

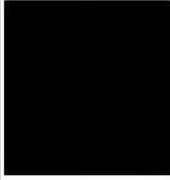





DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2019

Person Registration Details	Comments	Photo
Date / Time 10/06/2019 9:24:00 PM Person Name RGC Female Unknown Person ID Person Referred By Self Nature of Service Other Referral Location RGC RGA rz034057	An unknown female called requesting to speak to Vietnamese staff. RGA advised her to call back on Wednesday when a Vietnamese staff will be on duty. No name was provided.	
Date / Time 10/06/2019 9:45:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA vm370923	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with SSO, Riverside, MGHY and assisted patrons.	
Date / Time 10/06/2019 9:53:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA rz034057	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with Hosts, Patrons, ACM and staff.	
Date / Time 10/06/2019 11:00:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA vm370923	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with Teak Hosts, Patrons and SSO.	
Date / Time 10/06/2019 11:11:00 PM Person Name RGC Male Unknown Person ID Person Referred By Self Nature of Service Revocation Information Referral Location RGC RGA rz034057	An unknown male called regarding revocation of his SE. The process explained, and patron stated he SE 6-7 years ago. Patron was mainly interested in visiting restaurants. RGC details provided.	
Date / Time 10/06/2019 11:25:00 PM Person Name Person Person ID Person Referred By Self Nature of Service Self Exclusion Referral Location GHTel Service RGA rz034057	Person arrived at RGC wanting to SE. SE was issued on 10/06/2019 where George Person acted as a witness.	



RESPONSIBLE GAMING






DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2019

Person Registration Details		Comments	Photo
Date / Time 11/06/2019 1:40:00 AM Person Name ██████████ Person ID ██████████ Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA rz034057	Melisa SV advised that ██████████ attempted to gain entry onto the gaming floor at Mings. Entry refused by SSO. RGA notified after the fact.		
Date / Time 11/06/2019 3:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Cage & Count Nature of Service Other Referral Location RGA RGA rz034057	Robert from cage advised that ██████████ requested repurchase of \$6000. ██████████ also pleaded with Robert not to allow him to repurchase additional \$15,000. Robert is concerned about ██████████ behaviour. Placed ██████████ on RGA pager for welfare check. Please return to LM pager.		
Date / Time 11/06/2019 3:38:00 AM Person Name Responsible Gaming Audit Person ID ██████████ Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA vm370923	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with MGHY Reception, Patrons and SSO.		
Date / Time 11/06/2019 3:55:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Welfare Referral Location RGC RGA rz034057	Pager alert! ██████████ playing on 17/13. RGA attended and had a lengthy conversation with patron on a dead table. Patron stated he is losing \$4,000 tonight. ██████████ works in a warehouse and was hoping to make some money gambling in order to pay off his debt. RGA offered our services (these were declined), but ██████████ expressed interest in a business card for later, but this could not be provided as we did not have any. ██████████ was advised about not chasing his loses and to take regular breaks. Patron stated he will contact RGC if his situation does not improve. RGC location provided and patron encouraged taking at least Time-out, but this was also refused. Patron was polite but looked very sad. Returned to LM pager.		
Date / Time 11/06/2019 4:20:00 AM Person Name Responsible Gaming Audit Person ID ██████████ Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA rz034057	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with Hosts, AM and staff.		
Date / Time 11/06/2019 4:41:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP20 VIP Tables Advised ACM patron has played for 20hrs and requires break.		



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 10/06/2019

Person Registration Details	Comments	Photo
Date / Time 11/06/2019 4:43:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP20 VIP Tables ACM informed patron has played for 20hrs and requires break.	
Date / Time 11/06/2019 4:44:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP20 VIP Tables ACM informed patron has played for 20hrs and requires break.	
Date / Time 11/06/2019 4:45:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP20 VIP Tables ACM informed patron has reached 20hrs and requires break.	
Date / Time 11/06/2019 5:08:00 AM Person Name ██████████ Person ID ██████████ Referred By Car Parks Nature of Service Unpaid Parking Referral Location No Referral RGA rz034057	Mohamad from parking services advised that ██████████ was at King St exit unable to pay for parking. RGA and SSO #34 attended and talked to the patron who claimed she had lost \$1,000 tonight and lost her parking ticket. Patron was travelling in a burgundy Toyota Corolla rego ██████████ Patron was advised she had 7 days to pay for the ticket (\$50) or the ticket will be sent to her home and additional charges might be added. Patron became increasingly agitated and kept raising her voice. Patron was let out by parking services.	
Date / Time 11/06/2019 5:47:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP20 VIP Tables ACM informed patron has reached 20hrs and requires break.	
Date / Time 11/06/2019 5:48:00 AM Person Name ██████████ Person ID ██████████ Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP20 VIP Tables ACM informed patron has reached 20hrs and requires break.	