From: Sonja Bauer

Mon, 29 Mar 2021 18:44:13 +1100 Sent:

To: John Horvath; Xavier Walsh

Cc: Helen Coonan; Jane Halton; Toni Korsanos; Nigel Morrison; Sonja Bauer Subject: RE: Victorian royal commission into Crown casino seeks public submissions

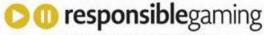
on problem gambling crime

Thank you. John, will follow up.

With kind regards,

Sonja Bauer | Group General Manager Responsible Gaming | Crown Resorts Limited

www.crownperth.com.au www.crownsydney.com.au



Gambler's/Gambling Help 1800 858 858 Responsible Gaming Centre 1800 801 098

Please consider the environment before printing my email

From: John Horvath

Sent: Monday, 29 March 2021 5:00 PM ; Xavier Walsh To: Sonja Bauer <

Cc: Helen Coonan Jane Halton Toni

Nigel Morrison Subject: Fwd: Victorian royal commission into Crown casino seeks public submissions on problem

gambling crime

Korsanos

Can we ensure we know what complaints we have had and how we manage them. May need a compendium

Also we all need a historical and current list of what promotional actives we typically undertake

Needs to be in the pack

Thanks

John

Sent from my iPad Prof John Horvath AO

Begin forwarded message:

From: Helen Coonan

Date: 29 March 2021 at 4:36:17 pm AEDT

To: Toni Korsanos Jane Halton , John Horvath

Morrison 4

Cc: Helen Coonan <

## Subject: Victorian royal commission into Crown casino seeks public submissions on problem gambling crime

Here is a list of complaints/ criticisms we need to look at and have regard to

To disciuss

 $\frac{https://www.theaustralian.com.au/business/companies/victorian-royal-commission-into-crown-casino-seeks-public-submissions-on-problem-gambling-crime/news-story/f490a8c3fd94275c36d9e9a57af66bde$ 

Kind Regards, Helen Coonan