

FW: VIP International credit card facility payout

From: Michelle Fielding <[REDACTED]>
To: Jason O'Connor <[REDACTED]>, William MacKay <[REDACTED]>, Andrew Cairns <[REDACTED]>, Stephen Hancock <[REDACTED]>, Peter Mirm <[REDACTED]>, Matt Sanders <[REDACTED]>
Cc: Debra Tegoni <[REDACTED]>
Date: Tue, 11 Sep 2012 16:51:44 +1000
Attachments: Unnamed Attachment (1.8 kB); Unnamed Attachment (1.77 kB); Unnamed Attachment (1.77 kB); Unnamed Attachment (1.77 kB); Unnamed Attachment (1.77 kB); Unnamed Attachment (1.77 kB); Unnamed Attachment (1.77 kB); Unnamed Attachment (1.77 kB); Unnamed Attachment (1.76 kB); Unnamed Attachment (148 bytes); Unnamed Attachment (138 bytes)

Hi All

Yesterday we completed some measurements to be absolutely sure that the Towers front desk is at least 50m from the gaming floor. Although the desk was found to be well more than 50m from the main gaming floor, the measurements were less predictable to the Mahogany Room. Therefore, when facing the Crown Towers Reception desk, the terminal on the extreme right should not be used to process credit card cash withdrawal transactions. The next two terminals moving left are good, however, all of the terminals moving left beyond that should also be avoided. Further, it would be less problematic if the entire process of withdrawing the cash and signing the credit card withdrawal slip could be conducted at these Tower's terminals. Please let me know if you have any queries or concerns.

Regards

Michelle Fielding | General Manager - Compliance | Crown Melbourne Limited

| w: www.crownmelbourne.com.au

From: Matt Sanders
Sent: Thursday, September 06, 2012 2:07 PM
To: Hotel_Duty_Managers_CT; Stephen Hancock
Cc: Andrew Cairns; Jason O'Connor; William MacKay; Gary Wong; Mahogany Service Manager; Michael Chen; Eric Liang; Stefan Albouy
Subject: VIP International credit card facility payout
Importance: High

Dear Steve/CT Duty Managers

Please be advised of the below patron details for a VIP International credit card facility payout that will occur today. The MRSM/Gary Wong will advise the exact time.

Patron Full Name	
SYCO Patron ID	
Estimated date of transaction	6 September 2012
Crown Towers booking reference (if available)	RM2709 (booking reference 4633376)
Amount requested	A\$80,000
Credit Card (e.g. China Union Pay, Amex etc.)	Visa

Note this transaction has been approved by Richard Longhurst and Jason O'Connor.

For your information, I have included the procedure for the VIP International credit facility below:

Key steps:

1. International sales staff to discuss facility with patron, ensuring patron is aware that Crown is unable to ascertain card issuer limits (if any) on values of transactions
2. International sales staff to advise Will Mackay(WM)/Matt Sanders (MS) when patron requests to use credit card facility, including the following information

Patron Full Name	
SYCO Patron ID	
Estimated date of transaction	
Crown Towers booking reference (if available)	
Amount requested	
Credit Card (e.g. China Union Pay, Amex etc.)	

3. WM/MS to provide Andrew Cairns (AC) and Stephen Hancock (SH) with the above information and appropriate approvals, (as per the schedule for Cage payout matrix) – AC/SH to advise teams as required
4. Processing the transaction
 - I. Sales staff/Mahogany Room Service Manager (MRSM) to notify Crown Towers Duty Manager at least 30 minutes prior to the transaction
 - II. Patron must be present for transaction with a credit card in their name and a matching valid passport
 - III. Crown Towers Duty Manager to take copy of patrons passport and raise charge on patrons room including amount requested and credit card processing fee:

China Union Pay	2.5%
American Express	2.5%
Diners Club	2.5%
Mastercard / Visa	2.5%

- IV. Crown Towers Duty Manager process credit card transaction for full amount (i.e. including credit card processing fee)
 - V. If transaction declined, reverse charge on the patron hotel room (no further action)
 - VI. If transaction approved, patron to sign credit card receipt
 - VII. Hotel to provide patron with copy of approved credit card transaction receipt and Opera invoice to present to Mahogany Room (MR) cage staff
5. Upon presentation at the Cage of the approved credit card transaction receipt and Opera invoice, the Cage will raise a cage payout voucher for the amount and charge Crown Towers via account - 112540 and department code – 40085010
 6. MR Cage will deposit the approved funds, (excluding credit card transaction fee) into patrons DAB account.

Please let me know if you have any questions.

Regards
Matt.

Matt Sanders | Strategy Manager | VIP International

Crown Melbourne Limited | 8 Whiteman St Southbank 3006

