

marked up approval from  
Del on policy

**Phillip Batsakis**

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**From:** Debra Tegoni  
**Sent:** Friday, 9 October 2015 10:30 AM  
**To:** Phillip Batsakis  
**Cc:** Jason O'Connor; Jacinta Maguire (Careri)  
**Subject:** RE: Policy for main cage purchases by hotel guests (SEP 2015) [CM-LEGAL.FID240]  
**Attachments:** Policy for main cage purchases by hotel guests (SEP 2015) - consolidated changes.DOCX

**FilingDate:** 30/09/2015 11:52:00 PM

Hi Phil,

Both Steve Hancock and I have reviewed the document. Please see the attached per the marked up changes.

If you have any questions, feel free to call me.

Thanks

Kind regards

Debra Tegoni | Executive General Manager, Legal & Regulatory Services | Crown Melbourne Limited

Please consider the environment before printing this email

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-----Original Message-----

**From:** Phillip Batsakis  
**Sent:** Thursday, 1 October 2015 9:48 AM  
**To:** Debra Tegoni  
**Cc:** Jacinta Maguire (Careri); Jason O'Connor  
**Subject:** RE: Policy for main cage purchases by hotel guests (SEP 2015)

Thank you Deb.

Jason has approved the limits previously so all good there, main change is that I created a separate template for the team to use when making a request and change in title of policy.

Many thanks

Phil

-----Original Message-----

**From:** Debra Tegoni

Sent: Wednesday, September 30, 2015 5:57 PM  
To: Phillip Batsakis  
Cc: Jacinta Maguire (Careri); Jason O'Connor  
Subject: Re: Policy for main cage purchases by hotel guests (SEP 2015)

Thanks Phil

I had reviewed last version and so will consolidate and check what else has changed and come back to you.  
I assume Jason has approved the financial limits Thanks Deb

Kind regards

Debra Tegoni | Executive General Manager, Legal & Regulatory Services | Crown Melbourne Limited

w: www.crownmelbourne.com.au

> On 30 Sep 2015, at 5:00 pm, Phillip Batsakis wrote:

>

> Hi Debra

>

> Please find attached updated documents for your review

>

> Thanks

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> Phil

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> From: Phillip Batsakis

> Sent: Tuesday, September 29, 2015 4:36 PM

> To: Debra Tegoni

> Cc: Jacinta Maguire (Careri); Jason O'Connor

> Subject: Policy for main cage purchases by hotel guests (SEP 2015)

>

>

> HI Debra

>

> please find attached a updated document for your approval

>

> Thanks

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> Phil

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> << File: Policy for main cage purchases by hotel guests (SEP

> 2015).docx >>

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> <Policy for main cage purchases by hotel guests (SEP 2015).docx> <Main

> cage purchase - approval template.pdf>

**VIP INTERNATIONAL**

~~CREDIT AND DEBIT CARD CASH OUT POLICY~~ ~~MAIN CAGE PURCHASE FROM HOTEL~~ ~~PRE-APPROVED~~  
~~BANK TRANSACTIONS FROM HOTEL GUESTS~~  
~~October 2014~~ ~~September 2015~~



Please refer below for key steps in relation to ~~main cage purchases from hotel guests~~ ~~Pre-Approved Bank~~  
~~Transactions from hotel guests~~ ~~credit and debit card cash-outs~~:

1. International Sales / Service staff to confirm that patron requesting facility is an International patron, has an open program and is staying at a Crown Hotel (patron must be checked into room before transaction is processed).

1.2. Patron is to be made aware that:

- o Crown is unable to ascertain card issuer limits (if any) on values of transactions.
- o Only personal credit / debit cards can be used (i.e. corporate / company cards are not permitted).
- o The name on credit / debit card must match patron passport and syco program name.
- o There is a maximum withdrawal of AUD \$500k per transaction.

2.3. International Sales / Service staff to complete the attached approval template ~~transaction detail table~~ below and then email ~~submit to~~ an appropriate approver from the list below.

Transaction detail:

Patron Full Name	-
SYCO Patron ID	-
Estimated date of transaction	-
Crown Towers booking reference	-
Cash-out amount requested	-
Card type (debit or credit)	-
Passport nationality & number Bank issuer (i.e. China Merchant Bank)	-

Approver:

Transaction value (AUD)	Approver
Less than or equal to \$200k	<del>Peter Lawrence</del> GM - VIP Customer Service, SVP International Business Ops <del>Heidi Huang</del> , VP International Business Ops <del>Veng Anh</del> , <del>Indran Subramaniam</del> , Philip Leong, Group Manager - International Business Development <del>Michael Whyter</del> or Group Commercial Manager - VIP International <del>Phillip Batsakis</del> .
Less than or equal to \$500k	<del>Jason O'Conner</del> GEGM - VIP, SVP - International Business <del>Roland Theiler</del> , Group GM - International Business Operations <del>Jaianta Maguire</del> or Senior VP VIP Customer Relations <del>Neil Spence</del> .

**Commented [M11]:** Comment: Stephen Hancock - I think the job titles of these staff members should be inserted in here rather than their personal names. This would then match the matrix and there wouldn't be a requirement to constantly update the document as staff members come and go.

3. Approval requests must also be sent to CT Hotel Duty Manager, CT Front Desk Supervisor, Melbourne Funds, VP Business Operations, Directors and Stephen Hancock. Once approved, International Sales / Service staff to email approval to Hotel Duty Manager, Front Desk Supervisor, Andrew Cairns and Stephen Hancock with transaction and approval details.

**VIP INTERNATIONAL**

~~CREDIT AND DEBIT CARD CASH OUT POLICY~~ ~~MAIN CAGE PURCHASE FROM HOTEL PRE-APPROVED~~  
~~BANK TRANSACTIONS FROM HOTEL GUESTS~~  
~~October 2014 September 2015~~



4. Processing the transaction:
- I. International Sales / Service staff to notify Crown Towers Duty Manager at least 30 minutes prior to the transaction.
  - II. Patron must be present for transaction with a credit /debit card in their name and a matching valid passport.
  - III. Crown Towers Duty Manager to take copy of patron's passport and raise charge on patron's room including amount requested and card processing fee of **1.65%**.
  - ~~IV.~~ Crown Towers Duty Manager process card transaction for full amount (i.e. including card processing fee). Note, patron (card owner) must sign relevant forms and enter a valid pin number.
  - ~~IV.~~
  - V. If transaction declined, reverse charge on the patron hotel room (no further action required).
  - VI. If transaction approved, patron to sign credit / debit card receipt and relevant opera forms.
  - VII. Hotel to provide patron with copy of approved credit / debit card transaction receipt and Opera invoice to present to Mahogany Room (MR) cage staff.
5. Cage to validate customer for AML purposes. Upon presentation at the Cage of the approved credit / debit 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 [complete a Chip Exchange Voucher \(CEV\)](#) or deposit the approved funds (excluding card transaction fee) into patrons DAB account for use as required by patron.