

Debra Tegoni

From: Debra Tegoni
Sent: Wednesday, 18 September 2013 4:33 PM
To: Roland Theiler
Subject: RE: CUP

Sounds good – better to have the funds go straight to Crown account not patron account but of course I understand that for the Cage to be able to issue the chips against the CPV they need to know we have received the money.

I presume the meeting went well yesterday then?
 Deb

Kind regards

Debra Tegoni | Executive General Manager, Legal & Regulatory Services | Crown Melbourne Limited
 [REDACTED] w: www.crownmelbourne.com.au

Please consider the environment before printing this email

From: Roland Theiler
Sent: Wednesday, September 18, 2013 4:03 PM
To: Debra Tegoni
Subject: Fwd: CUP

FYI

Regards
 Roland

Roland Theiler | SVP International Business | Crown Melbourne Limited
 [REDACTED]

Begin forwarded message:

From: Stephen Hancock [REDACTED]
Date: 18 September 2013 15:51:43 AEST
To: Roland Theiler [REDACTED]
Subject: RE: CUP [REDACTED]

Hi Roland,

I have come up with a process where we can issue a commission based CPV to the patron without having to run it through the patrons account.

The Cage staff will be made aware of the procedure.

Regards

Stephen Hancock | Manager - Cage & Count Operations | Crown Melbourne Limited
 [REDACTED] w: www.crownmelbourne.com.au

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From: Roland Theiler
Sent: Wednesday, September 18, 2013 8:23 AM
To: Stephen Hancock
Subject: Re: CUP

Deb's view is preferably not to deposit. Just issue a CPV or chips.

Regards
 Roland

Roland Theiler | SVP International Business | Crown Melbourne Limited
 [REDACTED]

On 18/09/2013, at 7:55, "Stephen Hancock" [REDACTED] wrote:

Just to clarify, the only way we can issue a CPV is to deposit the CUP transaction into the customers' account then issue the CPV for chips.

I'm assuming this is okay given we are issuing a CPV?

Regards

Stephen Hancock | Manager - Cage & Count Operations | Crown Melbourne Limited
 [REDACTED]

From: Roland Theiler
Sent: Tuesday, September 17, 2013 4:10 PM
To: Stephen Hancock
Subject: Fwd: CUP

Hi Steve

Contrary to previous discussions on this, please do not process a CUP transaction via a customers account. A CPV should be issued as you did previously.

Thanks

Regards
 Roland

Roland Theiler | SVP International Business | Crown Melbourne Limited

www.crownmelbourne.com.au
 [REDACTED]

Begin forwarded message:

From: Debra Tegoni [REDACTED]
Date: 17 September 2013 13:51:05 AEST
To: David Stoddart [REDACTED]
Cc: Roland Theiler [REDACTED]
Subject: RE: CUP

Many thanks for checking David.


Roland will be in touch re further details about procedures and adhering to NAB terms and conditions but the main notable requirement from a Hotel perspective will be to ensure that the CUP card is NOT used for cash transactions under any circumstances (this will contravene the merchant rules). The notation on Hotel accounts should be to a Purchase transaction (which is in fact to purchase a CPV to exchange for chips at the Cage) and so a quasi-cash transaction apparently envisaged and allowed under the NAB Merchant terms.

Roland/you will have to get an updated Offer and Merchant terms to check there has been no change from the 2012 issued documentation.

Deb


Kind regards

Debra Tegoni | Executive General Manager, Legal & Regulatory Services | Crown Melbourne Limited
[REDACTED] v: www.crownmelbourne.com.au

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From: David Stoddart

Sent: Tuesday, September 17, 2013 1:25 PM

 Debra Tegoni

Subject: CUP

Hi Deb

I've had a look through all my correspondence and there is nothing along the lines that you were asking about. And I definitely do not recall any conversations with anyone external suggesting that it wasn't an acceptable practice.

I have left a message with Jenny asking her to do the same

Regards,

David Stoddart
General Manager - Commercial
Crown Hotels, Retail and Food & Beverage
8 Whiteman Street Southbank 3006 Melbourne Australia
[REDACTED]

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Debra Tegoni

From: Roland Theiler
Sent: Wednesday, 18 September 2013 4:37 PM
To: Debra Tegoni
Subject: Re: CUP

Yes thanks Deb

Mike J was appreciative of your input.

Regards
Roland

Roland Theiler | SVP International Business | Crown Melbourne Limited

www.crownmelbourne.com.au

18/09/2013, at 16:33, "Debra Tegoni" [REDACTED] wrote:


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 [REDACTED] www.crownmelbourne.com.au

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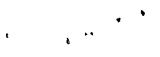
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