

RE: Ceasing business at Crown consideration

From: Jason O'Connor <[REDACTED]>
To: Michael Chen <[REDACTED]>
Date: Wed, 09 Sep 2015 15:48:30 +1000

Seek facts from Heidi's team and from Peter Lawrence and his guys

Regards,

JASON O'CONNOR
GROUP EXECUTIVE GENERAL MANAGER - VIP INTERNATIONAL
CROWN RESORTS

8 Whiteman Street, Southbank VIC 3006

[REDACTED]
w: www.crownresortsvip.com

 Please consider our environment before printing this email.

From: Michael Chen
Sent: Wednesday, September 09, 2015 2:48 PM
To: Jason O'Connor
Subject: Re: Ceasing business at Crown consideration

I know. He called me ranting last night. We had a bad connection and I finally just hung up on him and didn't call him back because cell coverage is poor here.

He is threatening on ceasing his business with us.

I am just deferring the conversation until he can calm down and I can gather more facts.

Mc

Michael H. Chen
President - International Marketing
Crown Resorts Limited
Suite 3605, 36/F, West Tower
Shun Tak Centre
168-200 Connaught Road Central
Sheung Wan, Hong Kong SAR

(sent from my iPad, sorry about typos)

On 9 Sep, 2015, at 12:42 pm, Jason O'Connor <[REDACTED]>
wrote:

This is Simon Pan. He's a serial pest and has been warned many times about his conduct, particularly poaching players to join junkets, including JJ's. The local team just got fed up with him.

John is being a bit hysterical.

Regards,

JASON O'CONNOR
GROUP EXECUTIVE GENERAL MANAGER - VIP INTERNATIONAL
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From: Michael Chen
Sent: Wednesday, September 09, 2015 1:09 PM
To: John Jong
Cc: Peter Lawrence; Darren Harding; Roland Theiler; Michael Lam; Michael Whytcross; Ari Lee; Gen Hew; Heidi Huang; Jason O'Connor
Subject: Re: Ceasing business at Crown consideration

Hi John Jong

I am sorry to hear about your recent incident. We had a bad connection last night when you reached out to me.

Will you be in Melbourne this coming weekend? I will be at Crown and perhaps you and I can sit down to discuss the matter.

I would like to better understand what transpired.

Regards
 Michael

Michael H. Chen
President - International Marketing
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 168-200 Connaught Road Central,
 Sheung Wan,
 Hong Kong SAR

(sent from my iPhone, sorry about typos)

On Sep 9, 2015, at 12:47 PM, John Jong <[REDACTED]> wrote:

Hi Michael,

I am sending you an urgent email to speak out my concern over Andrew Bullas handling gaming matter recently relating to my representative Zhao Pan, also how abruptly my KP playing in level 29 was asked to leave our assigned table because he had local friend accompany him during his entire gaming stay. How demoralizing it was again for my rep when Andrew spoke to him & took swiped at him for being the

instigator, further exacerbated the whole incident with his chosen language that he will have my rep expelled from the Mahogany room for misconduct. This type of arrogant management need to be condoned unequivocally. That been said, the business supports I received from International management has been exceptional. I have been blessed with Crown management. Inaction from my part will dampen our working business spirits in Crown. Unless Andrew Bullas recognized that there is no place for this kind of management attitude, otherwise It leave me no chose to cease gaming business at Crown. No respect, no business is my advice to management as a whole. My character reference on Zhao Pan is honorable, reputable & respectable. My junket business emphasis are not local customers. Lastly, most disappointed part on this matter, junket operator are not kept in the loop!

Regards,

John

Sent from my iPad