



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2019

## Daily Workload by Time of Day (for Report Period)



## Report Summary

Total Contacts	49
Self Exclusion Breaches	4
Self Exclusion Inquiries	0
Self Exclusions Issued	4
Missing Persons	0
Unattended Children	0

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 08/08/2019 7:09:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> Gaming Machines</p> <p><b>RGA</b> da027675</p>	<p>PP16 PRE Tables</p> <p>Advised VOSM Elmerly to remind [REDACTED] to take a substantial break.</p>	[REDACTED]
<p><b>Date / Time</b> 08/08/2019 8:30:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> Table Games</p> <p><b>RGA</b> BI017908</p>	<p>PP20 VIP Tables</p> <p>Spoke to DSM Brett to alert [REDACTED] PP.</p>	[REDACTED]
<p><b>Date / Time</b> 08/08/2019 8:30:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Surveillance</p> <p><b>Nature of Service</b> Breach of Self Exclusion</p> <p><b>Referral Location</b> GH Eastern</p> <p><b>RGA</b> da027675</p>	<p>Sam SV advised that [REDACTED] at main cage. RGA arrived with SSO 197 [REDACTED] had a TITO ticket worth of \$2874.86. [REDACTED] claimed that that is her money. Asked Greg GM AM west to confirm if she win any jackpot. Greg informed that she won \$857.98 worth of Jackpot last night which she admitted too. \$857.98 withholds and \$2016.88 paid. Removed [REDACTED] via Atrium exit. Referred her GH for counselling.</p>	[REDACTED]
<p><b>Date / Time</b> 08/08/2019 9:00:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> RGA</p> <p><b>RGA</b> BI017908</p>	<p>PP16 MGF Machines</p> <p>Spoke with patron at F bank and remind him to take his break.</p>	[REDACTED]
<p><b>Date / Time</b> 08/08/2019 10:00:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> Play Periods</p> <p><b>Referral Location</b> Table Games</p> <p><b>RGA</b> BI017908</p>	<p>PP16 PRE Tables</p> <p>Alert ACM Craig of [REDACTED] play in the Maple room.</p>	[REDACTED]



## RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2019

Person Registration Details		Comments	Photo
<b>Date / Time</b> 08/08/2019 10:20:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> BI017908	PP12 VIP Tables Alert Mahogany DSM Brett.	[REDACTED]	
<b>Date / Time</b> 08/08/2019 10:28:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> da027675	PP20 PRE Tables A text message sent and advised TG ACM Duncan to remind [REDACTED] to take a substantial break.	[REDACTED]	
<b>Date / Time</b> 08/08/2019 10:29:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> RG WOL <b>Referral Location</b> RGC <b>RGA</b> jt380953	Gaming Recommendations for RG WOL CM ONLY for 3 months due to card misuse until 08/11/2019 - Refer to RGOM Leon	[REDACTED]	
<b>Date / Time</b> 08/08/2019 10:30:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> RG WOL <b>Referral Location</b> RGC <b>RGA</b> jt380953	Gaming Recommendations for RG WOL CM ONLY for 3 months due to card misuse until 08/11/2019 - Refer to RGOM Leon	[REDACTED]	
<b>Date / Time</b> 08/08/2019 11:00:00 AM <b>Person Name</b> Chaplaincy Services RGC <b>Person ID</b> Perso <b>Referred By</b> Self <b>Nature of Service</b> Chaplaincy <b>Referral Location</b> No Referral <b>RGA</b> nm018947	[REDACTED] - Patron	PHOTO REQUIRED  <small>© 2019 Crown Resorts Limited. All rights reserved. For more information, please contact the Responsible Gaming team at 1800 800 000.</small>	
<b>Date / Time</b> 08/08/2019 11:10:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Observable Signs <b>Referral Location</b> RGC <b>RGA</b> BI017908	TG AM Nicole informed that [REDACTED] had a few drinks and told her that he was chasing his losses. No RSA was present. RGA Dinesh and Brendan spoke with patron who was not a member. Patron claimed he's happy playing and has no issue with his money. RG services explained and patron left as suggested due to his RSA concern. Chris in SV provided coverage.	[REDACTED]	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 08/08/2019 11:47:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Brochure audit conducted	 PHOTO REQUIRED
<b>Date / Time</b> 08/08/2019 11:49:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> [REDACTED] <b>Referred By</b> MIS <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Picked up a few signages with the old RG Logo across Casino, Maple and Teak. Have emailed findings to Leon/Mark.	 PHOTO REQUIRED
<b>Date / Time</b> 08/08/2019 11:50:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> Security <b>RGA</b> BI017908	Chris in SV informed that [REDACTED] was rejected from attempted breach.	[REDACTED]
<b>Date / Time</b> 08/08/2019 12:15:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Other <b>Referral Location</b> Table Games <b>RGA</b> BI017908	ACM Mark informed that patron had departed.	[REDACTED]
<b>Date / Time</b> 08/08/2019 12:30:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> VCGLR <b>RGA</b> BI017908	[REDACTED] rang asking about appealing his SE. He SE 3 days ago. Informed him of the appeal process with the VCGLR.	[REDACTED]
<b>Date / Time</b> 08/08/2019 1:15:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> WOL <b>Referral Location</b> Security <b>RGA</b> BI017908	[REDACTED] rang regarding his WOL. Passed on SIU contact via [REDACTED] or via website.	[REDACTED]



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 08/08/2019 1:29:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> Security <b>RGA</b> da027675	Informed by Sam SV that [REDACTED] entered via Ming's went to pit 8 stay there for couple of minutes and exited via Ming's. Nil contact with RGA.	[REDACTED]
<b>Date / Time</b> 08/08/2019 1:44:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> da027675	PP20 MGH Tables  A text message sent and advised DSM Ralph to remind [REDACTED] to take a substantial break.	[REDACTED]
<b>Date / Time</b> 08/08/2019 1:45:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Observable Signs <b>Referral Location</b> RGA <b>RGA</b> BI017908	TG AM Darren in Teak informed that Paigow dealer notice [REDACTED] making basic mistake in setting his games. Darren verified his ratings and asked Chris in SV to check when it was discovered that patron had been playing unrated in pit 12 and had exceeded over 24 hours.  Chris in SV located [REDACTED] in pit 12 playing uncarded, he claimed that he had gone home. Patron also looked dishevelled. Patron was directed to take 24 hours break, not to return before 14:00 9/8/19 and place on pager.	[REDACTED]
<b>Date / Time</b> 08/08/2019 1:46:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Pers [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> da027675	Canvased gaming floor around EGM, TG and FATG areas. Liaised with SSO.	PHOTO REQUIRED  
<b>Date / Time</b> 08/08/2019 2:00:00 PM <b>Person Name</b> Chaplaincy Services RGC <b>Person ID</b> Person [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Chaplaincy <b>Referral Location</b> No Referral <b>RGA</b> nm018947	[REDACTED] Staff	PHOTO REQUIRED  
<b>Date / Time</b> 08/08/2019 2:03:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Counselling Information <b>Referral Location</b> RGP <b>RGA</b> jt380953	[REDACTED] came into RGC wanting to make a new counselling appointment with RGP Kate. Tentative appointment made for Wed 14 Aug at 4pm. [REDACTED] advised he wishes to take on the 100 day challenge or the Time Out as he is not ready to give up his Crown Rewards card. He will be attending with his wife [REDACTED] RGP Kate advised via email.	[REDACTED]



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 08/08/2019 2:23:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> No Referral <b>RGA</b> jt380953	<p>[REDACTED] emailed asking on progress of Application. Advised still in progress and we will advised as soon as we have results.</p>	[REDACTED]
<b>Date / Time</b> 08/08/2019 3:04:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Report Writer Contact - RGP <b>Referral Location</b> No Referral <b>RGA</b> sm029276	<p>Spoke with GH counsellor <b>Pers</b> (GH Western) who wished to gain some information regarding [REDACTED] (she has seen him on one occasion as part of his revocation application).</p>	[REDACTED]
<b>Date / Time</b> 08/08/2019 3:30:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Revocation Information <b>Referral Location</b> RGC <b>RGA</b> da027675	<p>[REDACTED] rang to make appointment for GRIP tomorrow at 10am.</p>	[REDACTED]
<b>Date / Time</b> 08/08/2019 3:40:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Crown Rewards <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> GHTel Service <b>RGA</b> da027675	<p>Central reward desk phoned and informed that a patron would like to SE. Patron relocated to the RGC. SE boundaries and process explained. Patron applied and the SE Order issued at 15:37 PM 08/08/2019 with RGA Brendan [REDACTED] acting as witness. Stop-code added to account and notification made to CP. Referred to GH.</p>	[REDACTED]
<b>Date / Time</b> 08/08/2019 4:14:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Report Writer Contact - RGP <b>Referral Location</b> No Referral <b>RGA</b> sm029276	<p>Spoke with Ms <b>PerPers</b> (report writer, private psychologist). Report prepared for revocation committee.</p>	[REDACTED]
<b>Date / Time</b> 08/08/2019 4:40:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> BI017908	<p>PP24 MGH Tables</p> <p>Spoke to DSM Ralph who had a conversation with [REDACTED] already.</p>	[REDACTED]



# RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 08/08/2019 5:00:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Play Periods <b>Referral Location</b> Table Games <b>RGA</b> BI017908	PP20 PRE Tables Alert ACM Adam of [REDACTED] PP.	[REDACTED]
<b>Date / Time</b> 08/08/2019 5:30:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> BI017908	Canvased gaming floor around EGM, TG and FATG areas. Liaised with SSO.	PHOTO REQUIRED 
<b>Date / Time</b> 08/08/2019 5:50:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> BI017908	SPLUNK was not working in the morning but fixed and checked later through the shift.	PHOTO REQUIRED 
<b>Date / Time</b> 08/08/2019 6:46:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Other <b>Referral Location</b> Table Games <b>RGA</b> pf370890	Spoke to ACM (Adam) substantial break required. Adam is actioning request.	[REDACTED]
<b>Date / Time</b> 08/08/2019 7:30:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> rz034057	Canvased gaming floor around EGM, TG and FATG areas. Liaised with SSO and TG.	PHOTO REQUIRED 
<b>Date / Time</b> 08/08/2019 8:08:00 PM <b>Person Name</b> RGC STAFF <b>Person ID</b> [REDACTED] <b>Referred By</b> Crown Perth <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> rz034057	Jo from Crown Perth transferred the call stating, patron called regarding an ATM issue. Patron was advised to dial the other phone number provided on the ATM.	PHOTO REQUIRED 



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 08/08/2019 8:25:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> WOL <b>Referral Location</b> No Referral <b>RGA</b> pf370890	<p>[REDACTED] presented herself at RGC asking about her ban, she thinks it's expired. Advised [REDACTED] this was correct WOL had been revoked today as per comment on SYCO.</p>	<b>Personal Information</b> [REDACTED]
<b>Date / Time</b> 08/08/2019 8:30:00 PM <b>Person Name</b> RGC Male Unknown <b>Person ID</b> [REDACTED] <b>Referred By</b> Guest Services <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> Crown Perth <b>RGA</b> pf370890	<p>GS transferred a male caller, who actually wanted to speak to CP. Advised caller he was speaking to CM and redirected him to call again and to press "2" for Perth.</p>	[REDACTED]
<b>Date / Time</b> 08/08/2019 8:45:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> GHTEL Service <b>RGA</b> rz034057	<p>[REDACTED] arrived at RGC wanting to SE. T &amp; C of SE explained, and patron decided to proceed. SE was issued on the 08/08.2019, where Phionna acted as a witness.</p>	[REDACTED]
<b>Date / Time</b> 08/08/2019 10:10:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> rz034057	<p>Canvased gaming floor around EGM, TG and FATG areas. While canvasing the floor, RGA assisted a patron with a Blackjack inquiry.</p>	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>PHOTO REQUIRED</b></p>  <p style="font-size: 8px;">               0800 6 800 042 8 000                Casino's Licensing Info: 900 818 818                Responsible Gaming Centre: 900 818 098             </p> </div>
<b>Date / Time</b> 08/08/2019 10:15:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> No Referral <b>RGA</b> pf370890	<p>Information CALL: SV (Ben) advised that [REDACTED] was in pit 10, Security were already attending and ID check preformed before RGA arrived. [REDACTED] was removed via Ming's by security.</p>	[REDACTED]
<b>Date / Time</b> 08/08/2019 10:15:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> rz034057	<p>Canvased gaming floor around EGM, TG and FATG areas. While canvasing the floor, RGA assisted a patron with the direction to the toilets.</p>	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>PHOTO REQUIRED</b></p>  <p style="font-size: 8px;">               0800 6 800 042 8 000                Casino's Licensing Info: 900 818 818                Responsible Gaming Centre: 900 818 098             </p> </div>



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 08/08/2019

Person Registration Details	Comments	Photo
<b>Date / Time</b> 08/08/2019 11:25:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Pers <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> rz034057	Canvased gaming floor around EGM, TG and FATG areas. Liaised with SSO and TG.	
<b>Date / Time</b> 08/08/2019 11:34:00 PM <b>Person Name</b> RGC Female Unknown <b>Person ID</b> Pers <b>Referred By</b> Table Games <b>Nature of Service</b> Observable Signs <b>Referral Location</b> No Referral <b>RGA</b> pf370890	RGA Pager ALERT: spoke to AM (Anita). She had woken a female up at a Rapid BA table, the female was with a Male friend. They had started arguing as female wanted to go home. RGA went and spoke to them but they said that all was fine.	
<b>Date / Time</b> 08/08/2019 11:41:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> pf370890	Information CALL: SV (Greg) advised [REDACTED] had been refused entry at Ming's [REDACTED] had nil contact with RGA.	
<b>Date / Time</b> 08/08/2019 11:43:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Information call Surveillance - Patron attempted to breach at Lucky Chan.	
<b>Date / Time</b> 08/08/2019 11:50:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Pers <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> jt380953	Electronic signages audited. Still alot of these with the old RG logo which is pending to be rectified with Marketing.	
<b>Date / Time</b> 09/08/2019 12:28:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> rz034057	Greg SV advised that [REDACTED] attempted to gain entry onto the gaming floor via Promenade bridge. Entry denied by SSO. RGA notified after the fact. Nil contact.	





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Person Registration Details		Comments	Photo
<b>Date / Time</b> 09/08/2019 2:00:00 AM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM/TG/Staff & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> rz034057	Canvased gaming floor around EGM, TG and FATG areas. Liaised with SSO and TG.		
<b>Date / Time</b> 09/08/2019 2:10:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Attempted Breach <b>Referral Location</b> No Referral <b>RGA</b> rz034057	Ben SV advised that [REDACTED] attempted to gain entry onto the gaming floor via Mings entry. Entry denied by SSO. RGA notified after the fact. Nil contact.		
<b>Date / Time</b> 09/08/2019 3:03:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Crown Perth <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> GHTel Service <b>RGA</b> rz034057	Jo from CP advised that [REDACTED] was issued with SE on the 08/08/2019.		
<b>Date / Time</b> 09/08/2019 3:52:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Crown Perth <b>Nature of Service</b> Self Exclusion <b>Referral Location</b> GHTel Service <b>RGA</b> rz034057	Tamara from CP advised that [REDACTED] SE on the 08/08/2019.		
<b>Date / Time</b> 09/08/2019 4:30:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> WOL <b>Referral Location</b> Security <b>RGA</b> lp025083	During floor walk I went into GF MGHY reception. I noticed there was a Female (WOL patron) just staring through the window (very intimidating) at the staff. The staff said she had been there for 45 mins. RGA called SV for information. SV (Ryan) called back and advised that [REDACTED] had breached at least 6 times this week and fully understood that she wasn't allowed on the property. SSM was happy that she was off property. VPBO (Indran) who was also in GF MGHY and RGA approached Hotel Security (Paul) and with Chinese speaking International staff (John) and spoke to the female again, this time she left.		
<b>Date / Time</b> 09/08/2019 4:35:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Breach of Self Exclusion <b>Referral Location</b> GHTel Service <b>RGA</b> rz034057	Aemos SV advised that [REDACTED] was on F-1801. RGA attended and met with SSO #36 and 34. Patron was not in F-bank, but after a couple of minutes of searching, RGA and SSO were able to find the patron playing on E-1504. Patron was escorted out via Lucky chan.		

Registration Date/Time	Operational Overview	Created By
08/08/2019 11:47:00 AM	Brochure audit conducted	jt380953
08/08/2019 11:49:00 AM	Picked up a few signages with the old RG Logo across Casino, Maple and Teak. Have emailed findings to Leon/Mark.	jt380953
08/08/2019 5:50:00 PM	SPLUNK was not working in the morning but fixed and checked later through the	BI017908



Registration Date/Time	Operational Overview	Created By
	shift.	
08/08/2019 11:50:00 PM	Electronic signages audited. Still alot of these with the old RG logo which is pending to be rectified with Marketing.	jt380953