



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2019

Daily Workload by Time of Day (for Report Period)	Report Summary												
	<table border="1"> <tr> <td>Total Contacts</td> <td>43</td> </tr> <tr> <td>Self Exclusion Breaches</td> <td>3</td> </tr> <tr> <td>Self Exclusion Inquiries</td> <td>2</td> </tr> <tr> <td>Self Exclusions Issued</td> <td>3</td> </tr> <tr> <td>Missing Persons</td> <td>0</td> </tr> <tr> <td>Unattended Children</td> <td>1</td> </tr> </table>	Total Contacts	43	Self Exclusion Breaches	3	Self Exclusion Inquiries	2	Self Exclusions Issued	3	Missing Persons	0	Unattended Children	1
Total Contacts	43												
Self Exclusion Breaches	3												
Self Exclusion Inquiries	2												
Self Exclusions Issued	3												
Missing Persons	0												
Unattended Children	1												

Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2019 6:24:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA gj014394</p>	<p>PP20 MGF Gaming Machines</p> <p>I attended RT085007 to advised patron to take a break. Patron left gaming floor immediately.</p>	[REDACTED]
<p>Date / Time 27/01/2019 8:21:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA jv031797</p>	<p>PP16 PRE Tables</p> <p>Advised TG ACM Andrew to remind [REDACTED] to take a substantial break.</p>	[REDACTED]
<p>Date / Time 27/01/2019 9:13:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA jv031797</p>	<p>PP16 PRE Tables</p> <p>Advised ACM Andrew to remind [REDACTED] to take a substantial break.</p>	[REDACTED]
<p>Date / Time 27/01/2019 9:45:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Persg</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Operational Overview</p> <p>Referral Location No Referral</p> <p>RGA BI017908</p>	<p>Jo and Brendan attended Bloomtopia briefing session.</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 27/01/2019 10:32:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location Gambler's Help Counselling Service</p> <p>RGA jv031797</p>	<p>RGLO Brendan observed [REDACTED] playing at pit 12. Informed Troy from Surveillance. SSO's 65 and 41 attended. A cheque of \$20,975.00 was issued to [REDACTED] in exchange for his chips; presenting his DRVL. [REDACTED] mentioned that he has not been in the casino for approximately 3 and a half years and he has been busy with his construction business. He was also advised of revocation process. Encouraged [REDACTED] to seek counselling. RGSC card was offered but refused. [REDACTED] was escorted off the gaming floor via Ming's entry.</p>	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2019

Person Registration Details	Comments	Photo
Date / Time 27/01/2019 11:20:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA BI017908	PP16 PRE Tables Informed ACM Andrew and FYI to Mahogany ACM that [REDACTED] had been playing for 19hrs without substantial break.	[REDACTED]
Date / Time 27/01/2019 11:23:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP20 VIP Tables Advised Mah Int'l ACM Glen to remind patron to take a substantial break.	[REDACTED]
Date / Time 27/01/2019 11:28:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP16 MGF Tables Advised Central ACM Nigel to remind [REDACTED] to take a substantial break.	[REDACTED]
Date / Time 27/01/2019 12:07:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service WOL recommendation to SIMU Referral Location No Referral RGA lp025083	12 month WOL recommendation sent to SIU.	[REDACTED]
Date / Time 27/01/2019 1:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location Gambler's Help Counselling Service RGA BI017908	Vinh in SV informed that [REDACTED] was in the Maple room. Patron removed via Monte without any chips exchanged. [REDACTED] asked how to come back and informed of 12 months breach free and counselling. SSO #218 present.	[REDACTED]
Date / Time 27/01/2019 1:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Gaming Machines RGA jv031797	PP16 MGF Machines Advised RRM Tommy to remind [REDACTED] to take a substantial break.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2019

Person Registration Details	Comments	Photo
Date / Time 27/01/2019 1:37:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP16 MGF Tables Advised ACM Nigel to remind [REDACTED] to take a substantial break.	[REDACTED]
Date / Time 27/01/2019 1:44:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP20 PRE Tables Advised Pit ACM Bing to remind [REDACTED] to take a substantial break.	[REDACTED]
Date / Time 27/01/2019 2:17:00 PM Person Name RGC Male Unknown Person ID Person Referred By Third Party Nature of Service 3rd Party Assistance / Inquiry Referral Location Security RGA jv031797	An unknown male patron phoned RGSC on behalf of his friend due to language barrier. According to the unknown male, his friend took a 'token' from a table 'by mistake' and put it back again. A few minutes later, Security came and talked to his friend. Advised male patron to ring Person and to leave patron's details, contact number and a brief message of the nature of the call.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">PHOTO REQUIRED</p> <p style="text-align: center;"> responsiblegaming <small> A MEMBER OF THE GAMBLES & HOUSING AUTHORITY Gambling Helpline 0800 888 888 Responsible Gaming Cards 0202 807 038 </small> </p> </div>
Date / Time 27/01/2019 2:51:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Welfare Referral Location No Referral RGA jv031797	SMS message received to attend pit 2218. TG AM Sean advised that the unknown asian male playing on the table was showing observable signs; looking tired/yawning. Approached patron and according to him, he has been playing for around 10 hours. Patron stated that it's time for him to go home. Male patron was uncarded. Patron gave his first name only and refused to give full details. Vinh from Surveillance was asked for coverage and for patron's photo.	[REDACTED]
Date / Time 27/01/2019 3:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jv031797	PP16 PRE Tables Advised Pit ACM Bing to remind [REDACTED] to take a substantial break. Bing called shortly and advised that patron is going to have dinner before she leaves.	[REDACTED]
Date / Time 27/01/2019 4:03:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Welfare Referral Location Gambler's Help Counselling Service RGA BI017908	Michael in Comms informed of assistance required for patron, who I had ID as [REDACTED]. EGM AM Russ stated that [REDACTED] had been making allegation regarding male staff who had offended her verbally. She had been making baseless queries on her EGM payout. [REDACTED] had a history of this and was a previous welfare WOL due to her paranoia and delusion. [REDACTED] said that sometimes she's here too long and chase the jackpot. Russ recommended welfare WOL for her. SSM Shane suggested that this should be action in the mail due to her state of being. RGLO Jo assisted to escorted her out of the complex to go home.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2019

Person Registration Details	Comments	Photo
Date / Time 27/01/2019 4:08:00 PM Person Name RGC Female Unknown Person ID Person Referred By Third Party Nature of Service 3rd Party Assistance / Inquiry Referral Location Security RGA jv031797	<p>An unidentified female patron phoned to ask regarding an incident involving her husband. According to the unknown female patron, her husband was playing on the EGM, took a TITO ticket and shortly, there was a female patron who claimed it was hers. After a few minutes there were SSO's who came and spoke to her husband. Advised the unknown female caller to phone Person.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>UNAFFILIATED ASSISTANCE & SUPPORT Casino's Gambling Help: 1800 838 838 Responsible Gaming Centre: 1800 801 038</small></p>
Date / Time 27/01/2019 4:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jv031797	<p>PP20 VIP Tables</p> <p>Advised DSM Jaime to remind [REDACTED] to take a substantial break.</p>	
Date / Time 27/01/2019 5:00:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA BI017908	<p>Canvassed gaming floor around EGM and FATG areas.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>UNAFFILIATED ASSISTANCE & SUPPORT Casino's Gambling Help: 1800 838 838 Responsible Gaming Centre: 1800 801 038</small></p>
Date / Time 27/01/2019 5:00:00 PM Person Name Responsible Gaming Audit Person ID Person Referred By Responsible Gaming Nature of Service GM & FATG focus Referral Location No Referral RGA jv031797	<p>Canvassed gaming floor around EGM and FATG areas.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>UNAFFILIATED ASSISTANCE & SUPPORT Casino's Gambling Help: 1800 838 838 Responsible Gaming Centre: 1800 801 038</small></p>
Date / Time 27/01/2019 5:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location Table Games RGA jv031797	<p>PP20 VIP Tables</p> <p>Advised Mah Int'l ACM Glen to remind [REDACTED] to take a substantial break. Glen is aware that [REDACTED] had two short breaks; 1 x 4.12 hours and 1 x 3.25 hours. Glen stated that he will keep an eye and will do welfare check on the patron every now and then.</p>	
Date / Time 27/01/2019 6:00:00 PM Person Name Responsible Gaming DOR Person ID Person Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA jv031797	<p>Checked Splunk throughout shift.</p>	<p>PHOTO REQUIRED</p>



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2019

Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2019 6:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Gambler's Help Counselling Service RGA fb022711</p>	<p>AT attended RGSC to enquire about revocation process; explained 12-month breach-free requirement as well as initial application and process. [REDACTED] acknowledged information and has been given information about contacting GH.</p>	[REDACTED]
<p>Date / Time 27/01/2019 7:14:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Self Exclusion Information Referral Location RGSC RGA pf370890</p>	<p>Teak VIP Service Exec (Sam) advised he had [REDACTED] at Teak reception asking about Self Excluding. [REDACTED] and I talked at length about the process for SE. [REDACTED] was going home to discuss with his wife. [REDACTED] accepted RSGC Business Card.</p>	[REDACTED]
<p>Date / Time 27/01/2019 9:01:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Other Referral Location No Referral RGA fb022711</p>	<p>[REDACTED] called RGSC to see "who was working"; when RGLO identified himself, [REDACTED] said "oh, you can't help me then". He then said he would "get back to the tennis" and the call concluded.</p>	[REDACTED]
<p>Date / Time 27/01/2019 9:21:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711</p>	<p>PP20 VIP Tables Local Host Manager (Beck) advised [REDACTED] playing for over 22hrs with a single 5.5hr break; LHM to monitor.</p>	[REDACTED]
<p>Date / Time 27/01/2019 10:25:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Illegal Act Referral Location No Referral RGA rz034057</p>	<p>Trudy SV advised that [REDACTED] attempted to steal a \$100 chip on Sic-Bo, 11/16. [REDACTED] attempted to take \$100 from the top of the bet, but was stopped and money was returned to the owner. SSO/SSM issued the WDL to [REDACTED] and RGLO was notified after the fact.</p>	[REDACTED]
<p>Date / Time 27/01/2019 10:58:00 PM Person Name RGC Female Unknown Person ID Person: Referred By Table Games Nature of Service Observable Signs Referral Location RGSC RGA fb022711</p>	<p>TG AM in Pit 16 called to advise older European female playing at table 8 and showing observable signs - complaining about the amounts she has lost, concerned that she is "losing" her "grandson's money" and generally causing concern to staff and patrons. Attended and spoke to female - she did not wish to identify herself. Female said she had lost nearly \$2k and had about \$250 in chips remaining; asked her to leave soon, and she said when she finishes her money she would leave. Female said she had sufficient funds to get a taxi home and had money for the rest of the week; she accepted an RGSC business card. Advised TG staff to contact Security if behaviour escalates to abuse, but showed no signs when observed by RGLO.</p>	<p>PHOTO REQUIRED</p> <p> responsiblegaming <small>ANZBANK ASSOCIATED COMPANY Responsible Gaming No: 800 138 838 Responsible Gaming Centre: 902 507 096</small></p>



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2019

Person Registration Details	Comments	Photo
<p>Date / Time 27/01/2019 11:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Gaming Machines Nature of Service Self Exclusion Information Referral Location RGSC RGA pf370890</p>	<p>VOSM (Tien) advised [REDACTED] was at Teak Reception wanting to SE. A translator was present and it was established that [REDACTED] had no current ID on her. A photo was taken and the T&Cs of the SE was explained by translator. [REDACTED] was going to return with current ID as wanted to SE ASAP.</p>	[REDACTED]
<p>Date / Time 27/01/2019 11:24:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Other Referral Location Gambler's Help Counselling Service RGA fb022711</p>	<p>[REDACTED] called RGSC saying he was tempted to visit Crown; advised him to contact GH or look online for other services such as Gambler's Anonymous. [REDACTED] stated he had done so, and that it "hadn't helped". Advised [REDACTED] to find something else to do, and to not even leave his house as he would probably end up at Crown; [REDACTED] agreed this was the best course of action.</p>	
<p>Date / Time 27/01/2019 11:55:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711</p>	<p>PP20 VIP Machines GM VOSM (Tien) advised [REDACTED] nearly reached 23hrs; he has had a few 5-5.5hr breaks within this timeframe. Requested [REDACTED] be reminded of expectations of 8hrs minimum breaks regardless of action taken.</p>	
<p>Date / Time 27/01/2019 11:56:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Self Exclusion Referral Location Gambler's Help Counselling Service RGA pf370890</p>	<p>[REDACTED] attended the RGSC to enquire about the SE program, outlined the legal boundaries of the SE Order and [REDACTED] opted to proceed. The SE Order was served for both [REDACTED] at 23:31 with RGLO [REDACTED] witnessing the documents [REDACTED] was provided with contact details for GHelp and RGSC.</p>	
<p>Date / Time 28/01/2019 12:02:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711</p>	<p>PP24 VIP Tables Local Host manager (Beck) advised [REDACTED] playing for over 24hrs with only 3 & 4hr breaks within timeframe.</p>	
<p>Date / Time 28/01/2019 12:15:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location Gambler's Help Counselling Service RGA fb022711</p>	<p>[REDACTED] attended RGSC with ID to SE; VIP Service Executive Debbie [REDACTED] acted as Mandarin translator. Interview conducted, paperwork completed; stopcodes added. [REDACTED] given traditional Chinese translation of GH information as well as information on Chinese Peer counselling.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2019

Person Registration Details	Comments	Photo
<p>Date / Time 28/01/2019 12:54:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Unattended Child</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>COMMS (Lauren) advised unattended child in Baci. SSO#887 attended. Established that [REDACTED] had been on the gaming floor for 11 mins and had not played and the car parking ticket said that [REDACTED] had entered the carpark 12:16. The unattended child was 14 years and said that his mum [REDACTED] was looking for his dad. Childs mobile rang, it was his Dad and he was at Southern Cross station. With the information at hand I made a decision to give [REDACTED] a "warning this time" but if it happened again she would be issued with a total complex ban. [REDACTED] said that she understood apologised and said that it wouldn't happen again.</p>	[REDACTED]
<p>Date / Time 28/01/2019 1:01:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Third Party</p> <p>Nature of Service Welfare</p> <p>Referral Location RGSC</p> <p>RGA fb022711</p>	<p>TG ACM (Adran) requested assistance near Pit 9 / 01; a female patron - [REDACTED] - was concerned about her husband, [REDACTED]. She drove them both in at approx. 11am (using his card to park), and she had been asking him to leave for some time; he was spending "too much money" and was drinking heavily. Suggested she call her husband to say she is leaving; contacted Parking Services and requested they let [REDACTED] leave. She accepted RGSC business card and it was recommended she convince her husband to attend centre. Later checked rating for [REDACTED] but he was uncarded; have added to RGLO pager for welfare check.</p>	[REDACTED]
<p>Date / Time 28/01/2019 1:24:00 AM</p> <p>Person Name Responsible Gaming Audit</p> <p>Person ID Perso</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service GM & FATG focus</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>Canvassed gaming floor around EGM and FATG areas.</p>	<p>PHOTO REQUIRED</p> <p> responsiblegaming</p> <p><small>AMMORIS ADDRESS: 5, POPT Member's Operating No: 3022 838 838 Members 500 Learning Centre: 3022 838 838</small></p>
<p>Date / Time 28/01/2019 1:44:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Other</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>Received a call from [REDACTED] direct to RGLO landline, the mobile number was [REDACTED]. [REDACTED] wanted to know the name of the RGLO office who removed him on the 12/01. I told [REDACTED] that we had had this conversation once before and there was no real need for him to know RGLO's name. [REDACTED] said that he was going to buy him a coffee; I advised [REDACTED] that it was in his best interest that he didn't come back into Crown as if he did, he would more than likely breach his SE. He agreed with me and said that he wouldn't be coming back. I asked him if there was anything else we could help him with and he said "No" [REDACTED] then said goodbye and hung up.</p>	[REDACTED]
<p>Date / Time 28/01/2019 2:56:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Surveillance</p> <p>Nature of Service Breach of Self Exclusion</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>SV (Ed) advised [REDACTED] in Pit8. Decamped Via Mings. Nil contact RGLO</p>	[REDACTED]
<p>Date / Time 28/01/2019 3:15:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Other</p> <p>Referral Location No Referral</p> <p>RGA fb022711</p>	<p>[REDACTED] called RGSC to announce he "couldn't sleep" and asked if I "could think of anything to fix that". I recommended he consult with his GP if this was an ongoing concern, which [REDACTED] replied it wasn't. I recommended he read or watch some TV until he felt tired; [REDACTED] then asked if I'd seen the movie Scarface and quoted a couple of lines to me. I said I hadn't seen the film and that he should think about other ways to get to sleep; [REDACTED] agreed and the conversation ended.</p>	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE 27/01/2019

Person Registration Details	Comments	Photo
Date / Time 28/01/2019 3:45:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA pf370890	PP16 PRE Machines Spoke to [REDACTED] and asked him to take a Substantial break, he said he would be going home by 5am.	[REDACTED]
Date / Time 28/01/2019 4:16:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	PP24 VIP Tables Local Host manager (Brett) advised [REDACTED] played for over 24hrs with a couple of short (2-4hr) breaks within timeframe.	
Date / Time 28/01/2019 5:07:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Play Periods Referral Location No Referral RGA fb022711	PP24 PRE Tables TG ACM (Vik) advised [REDACTED] playing for over 24hrs with a couple of short breaks within timeframe.	
Date / Time 28/01/2019 5:40:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location Gambler's Help Counselling Service RGA fb022711	[REDACTED] attended RGSC this morning wishing to SE; process explained, interview conducted, documents witnessed by TG dealer Dimitrios (Personal [REDACTED]). [REDACTED] given information about Betfar, GH and 100-day challenge.	

Registration Date/Time	Operational Overview	Created By
27/01/2019 9:45:00 AM	Jo and Brendan attended Bloomtopia briefing session.	BI017908
27/01/2019 6:00:00 PM	Checked Splunk throughout shift.	jv031797