

Person Registration Date	Person ID	Nature of Service	Registration Comments	Created By
Jan 11, 2006	████	Seeking other Assistance	<p>22:30 advised by Crown Club Manager Vanessa that a patron was currently at the BUS CC booth wishing to have his wife excluded from Crown Casino (ie third party exclusion).</p> <p>On arrival I met an Asian male who verbally identified himself as ██████████</p> <p>██████ alleged that his wife ██████████ has</p> <ol style="list-style-type: none"> 1. Withdrawn and gambled at Crown, over a 12 months period a total of \$180,000 of which she obtained without his knowledge from their joint home loan account. 2. Taken \$120,000 from a Vietnamese money syndicate known as the "HUJ", and that the organisers are applying pressure on him to make interest payments which are calculated at \$100 per month / \$1,000 borrowed. 3. Borrowed a minimum of \$15,000 from various people who patronise Crown but is unsure of the repayment arrangements. <p>██████ alleged that whilst he is at work, ████████ often leaves their 3 children unattended during the night to visit Crown. He claims to have come home on numerous occasions to find his 8 year old girl and 7 year old boy alone and his 14 year old daughter allegedly roaming the streets with other children.</p> <p>The S/E process was explained in detail. It was emphasised that the process was of a voluntary nature. ████████ stated that it would be difficult to convince his wife to S/E on that basis.</p> <p>He was provided with a CAPS card and encouraged to make an appointment with a RGC.</p> <p>It was suggested that he may wish to report the matter to police.</p> <p>██████ provided a photo of his wife and family, hoping we could locate her and encourage her to stay away.</p> <p>████████████████████</p>	ae000706
May 15, 2007	████	Seeking other Assistance	<p>Other Incidents</p> <p>14:15 received a call from Pit 8 Pit Boss Paul ████████ requesting the RGLO to attend in reference to a SYCD message for ██████████</p> <p>System checks indicates her husband made contact with the RGSC on 06/05/2007 alleging she is experiencing difficulties with her excessive gambling and has giving staff permission to make contact with ████████</p> <p>Surveillance operator Andrew was contacted and a photo of ████████ was requested and achieved whilst she was engaged in table play on BA0802.</p> <p>██████ was approached and during the course of our conversation admitted to allegedly gambling beyond her means, borrowing money from her parents and loan sharks operating within the Casino Complex. She stated her parents were under the impression she is investing the money in her husbands business.</p> <p>██████ admitted to pawning her wedding ring to a loan shark on her birthday, allegedly for \$4,500. She stated the ring has, as yet not been recovered and is accruing an interest of 10 % per week. ████████ stated she knew the identity of the loan shark but stopped short of naming him for the fear of causing trouble.</p> <p>The services of the RGSC and the RGC were made available to ████████. The Self Exclusion and revocation process was explained in detail as were the possible consequences of breaching a S/E Order. CAPS card provided and accepted by patron.</p> <p>██████ was asked to leave the complex for the day and encourage to consider the ramifications of her actions prior to meeting her husband, as scheduled at his office on Collins Street at 5:00pm. She was advised to openly discuss her gambling behaviour with him asap and to contact the RGSC if they required and addition assistance.</p>	ae000706

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May 24, 2007	██████	Seeking other Assistance	<p>General Comments</p> <p>23:00 received a call from a male who introduced himself as ████████ the husband of female patron ████████</p> <p>██████ claimed he was on route to Crown Casino in search of his wife, as it was alleged that she is not answering her mobile phone after leaving home without stating where she was going.</p> <p>██████ said that he discussed the Self Exclusion program with ████████ and that she was upfront about her lengthy conversation with me on the 08/05/2007. Unfortunately ████████ allegedly declined to proceed with S/E.</p> <p>██████ wanted to know if ████████ was currently at the casino. I explained our confidentiality protocols, which ████████ appeared to accept.</p> <p>It was decided that when ████████ arrives and after locating his wife, he will make contact with me to reiterate the S/E process and to hopefully convince her to make an appointment with a RGC.</p> <p>It was alleged that ████████ has not retrieved her wedding ring after allegedly pawning it to a loan shark on the 05/05/2007.</p> <p>██████ stated that he was prepared to identify by sight known loan sharks operating in the casino if it could be guaranteed that the information will remain confidential.</p> <p>Lorraine (SIU) advised and indicated she was prepared to meet with ████████ on his arrival.</p> <p>The gaming floor was canvassed and ████████ was observed engaged in table play on BA0809. Ratings indicate ████████ commenced play at 19:36.</p> <p>At approximately 00:15 after receiving a call from Lorraine, curious if ████████ had presented, I canvassed the gaming floor and was unable to detect ████████</p> <p>No phone call was received by ████████ advising RGLO he had actually arrived on site.</p> <p>██████</p> <p>██████</p>	ae000706
May 24, 2007	██████	Seeking other Assistance	<p>General Comments</p> <p>23:00 received a call from a male who introduced himself as ████████ the husband of female patron ████████</p> <p>██████ claimed he was on route to Crown Casino in search of his wife, as it was alleged that she is not answering her mobile phone after leaving home without stating where she was going.</p> <p>██████ said that he discussed the Self Exclusion program with ████████ and that she was upfront about her lengthy conversation with me on the 08/05/2007. Unfortunately ████████ allegedly declined to proceed with S/E.</p> <p>██████ wanted to know if ████████ was currently at the casino. I explained our confidentiality protocols, which ████████ appeared to accept.</p> <p>It was decided that when ████████ arrives and after locating his wife, he will make contact with me to reiterate the S/E process and to hopefully convince her to make an appointment with a RGC.</p> <p>It was alleged that ████████ has not retrieved her wedding ring after allegedly pawning it to a loan shark on the 05/05/2007.</p> <p>██████ stated that he was prepared to identify by sight known loan sharks operating in the casino if it could be guaranteed that the information will remain confidential.</p> <p>Lorraine (SIU) advised and indicated she was prepared to meet with ████████ on his arrival.</p> <p>The gaming floor was canvassed and ████████ was observed engaged in table play on BA0809. Ratings indicate ████████ commenced play at 19:36.</p> <p>At approximately 00:15 after receiving a call from Lorraine, curious if ████████ had presented, I canvassed the gaming floor and was unable to detect ████████</p> <p>No phone call was received by ████████ advising RGLO he had actually arrived on site.</p> <p>██████</p> <p>██████</p>	ae000706

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Jun 24, 2007	█	Information	<p>Alleged breach of Self-Exclusion 21:45 received a call from Security Communication Officer Grace requesting the on duty RGLO attend Central Crown Club to assist in the request of a male alleging his Self Excluded brother is breaching his Order.</p> <p>On arrival I met an Asian Male who verbally introduced himself as █ the brother of Self Excluded patron █</p> <p>█ alleged that his brother, after returning from Vietnam 6 weeks ago has breached his Order on several occasions.</p> <p>It was alleged the █ has a medical condition (name unknown) which is of extreme concern to the family. It is alleged that his condition is viral and that he is prone to vomiting blood, causing him to be hospitalised for up to 10 weeks.</p> <p>█ stated that his brother is currently staying in Broadmeadows with his elderly uncle and is unsure if he is employed. It was alleged that his Credit Cards are maxed out at \$4,000 and that he is most likely going to borrow money from loan sharks allegedly operating in the casino. When questioned as to the identity of the loan sharks he stated he was not prepared to elaborate on their identity.</p> <p>█ claimed that █ has not been contactable for 3 days and his whereabouts and current friends are unknown. He was advised to report the incident to Vic. Pol but indicated he is unlikely to do so.</p> <p>RGSC contact details provided and █ was advised to make contact with the on duty RGLO if he believed his brother to be in breach of his S/E Order. He was also encouraged to obtain the name of his brother's alleged medical condition and advise RGSC staff so we may best assist him in the event of a medical emergency.</p> <p>█ stated he has canvassed the gaming floor for approximately 2 hours without locating his brother.</p> <p>It was alleged that the appearance of █ has not changed.</p> <p>Subsequent system checks conducted indicate █ has not breached since applying for Self Excluded on 23/07/2001.</p>	ae000706
Oct 2, 2007	█	Seeking other Assistance	<p>9:55 received a call from an Asian female who introduced herself as █ expressing her concerns at the level of debt her husband has allegedly amassed with loan sharks at Crown Casino as a result of his gambling.</p> <p>Husband █</p> <p>█ stated that her husbands gambling behaviour has placed considerable financial pressure on their lives over the past 10 years.</p> <p>Initially █ wanted to know if her husband was borrowing money from loan sharks in the casino and the interest payable on such loans.</p> <p>█ explained that her husband allegedly admitted to her that he was in financial trouble and wanted to extend their Credit Card limit to cover a debt of \$20,000. █ stated that this was not done. He then allegedly requested \$2,500 to pay the interest component of the loan.</p> <p>█ was informed of the services of the RGSC and in particular the RGC. The Self Exclusion and revocation processes were</p>	ae000706
Nov 3, 2007	█	Information	<p>Self-Exclusion Inquiry 13:00 received a call from an Asian male who introduced himself as █ inquiring about the Self Exclusion process so he may assist his sister in-law (no name provided) who is allegedly experiencing difficulties with her gambling behaviour.</p> <p>It was alleged by the caller that his sister in-law is in debt \$60,000 to loan sharks operating with the casino. It was further alleged that she has been in debt in the past, for smaller amount but the family has always come to her aid and paid the amounts owed.</p> <p>The S/E and revocation process was explained in detail as were the possible consequences for breaching a S/E Order.</p> <p>The services of the RGSC and in particular the availability of a RGC to family members of people experiencing difficulties with their gambling was offered.</p> <p>Location and contact details of the RGSC were provided and it was implied by the caller that he will endeavour to discuss the benefits of proceeding with S/E with his sister in-law.</p>	ae000706
Nov 26, 2007	█	Information	<p>Self-Exclusion Inquiry 21:10 An Asian female who introduced herself as █ and her boyfriend (name unknown) attended the RGSC inquiring about third party Self Exclusions.</p> <p>█ stated that her mothers gambling is way out of control and is further alleged that this was mainly due to the exorbitant interest being charged by loan sharks operating at the casino. It was alleged that her mother is in debt approximately \$50,000.</p> <p>The S/E process was out lined in detail as were the consequences of breaching a S/E Order. █ indicated that her mother is prepared to Self Exclude and they will most likely attend the RGSC some time on Saturday 01/12/2007.</p> <p>RGSC brochures were provided to █</p> <p>Mother's details █</p>	ae000706

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Nov 8, 2008	[REDACTED]	Seeking other Assistance	<p>Alleged Breach of Self-Exclusion 23:50 received a call from an OZ female who introduced herself as [REDACTED]. She claimed that her son [REDACTED] has been breaching his S/E Order on a regular basis and will most likely attend the casino this evening in the company of another male who she claims has been lending her son thousands of dollars to gamble. It was also alleged that her son is unemployed and does not have the ability to repay the amount borrowed.</p> <p>[REDACTED] stated that the loan shark puts pressure on her son, forcing her to repay his debts. It was also alleged that this particular male who she only knows as [REDACTED] is a drug dealer and has a hand gun, with diamonds imbedded in the handle.</p> <p>[REDACTED] became emotional during the course of our conversation, claiming to be scared. She was advised to report her concerns to the police.</p> <p>The gaming floor was extensively canvassed through out the evening. [REDACTED] was not located.</p>	ae000706
Nov 8, 2008	[REDACTED]	Seeking other Assistance	<p>Alleged Breach of Self-Exclusion 23:50 received a call from an OZ female who introduced herself as [REDACTED]. She claimed that her son [REDACTED] has been breaching his S/E Order on a regular basis and will most likely attend the casino this evening in the company of another male who she claims has been lending her son thousands of dollars to gamble. It was also alleged that her son is unemployed and does not have the ability to repay the amount borrowed.</p> <p>[REDACTED] stated that the loan shark puts pressure on her son, forcing her to repay his debts. It was also alleged that this particular male who she only knows as [REDACTED] is a drug dealer and has a hand gun, with diamonds imbedded in the handle.</p> <p>[REDACTED] became emotional during the course of our conversation, claiming to be scared. She was advised to report her concerns to the police.</p> <p>The gaming floor was extensively canvassed through out the evening. [REDACTED] was not located.</p>	ae000706
May 31, 2009	[REDACTED]	Seeking other Assistance	<p>19:10 received a call from Mahogany Room Operations Manager Simon [REDACTED] requesting assistance in dealing with an Asian male who was near the reception area of the Mahogany Room with his 4 year old daughter wanting his wife to stop gambling and return home.</p> <p>I met the male who identified himself using his Victorian Driver Licence as [REDACTED]</p> <p>[REDACTED] stated he needs assistance in trying to get his wife to come home. It was alleged that she is not employed and has no capacity to fund her gambling, resulting in her being in debt approximately \$80,000 to loan sharks allegedly operating in the Mahogany Room. The alleged debt over a two year period was recently paid out by [REDACTED].</p> <p>I was advised by [REDACTED] that the same incident occurred yesterday, which resulted in staff advising his wife that her husband was wishing to speak to her. On exiting the MR a mild verbal altercation was witnessed by [REDACTED] before they exited the building.</p> <p>[REDACTED] produced his wife's Mahogany Room card identifying her [REDACTED]</p> <p>[REDACTED]</p> <p>I spoke to his wife who was identified by Reception staff and after a lengthy discussion it was agreed that she should leave for the evening. The services of the RGSC and in particular the S/E program and the RGP were explained in detail. [REDACTED] appeared disinterested in any of the services.</p> <p>[REDACTED] Mahogany Card was returned to [REDACTED]</p> <p>[REDACTED] and their child left the complex without incident.</p>	ae000706

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Mar 18, 2010	[REDACTED]	Seeking other Assistance	<p>A call was placed to [REDACTED] and he was encouraged to attend the RGSC this evening.</p> <p>[REDACTED] was very inquisitive about having to return to the RGSC. He was not informed that his order was not valid as he hinted that he shouldn't have self excluded and that he may be inclined to come back and gamble.</p> <p>[REDACTED] also indicated that he owes "lots" of money to people, who are encouraging him to cancel his order. He stopped short of disclosing the amount owed and if his debt is to loan sharks.</p> <p>[REDACTED] eventually stated he will attend the RGSC this evening but couldn't provide an estimated time of arrival as he wished to spend time with his children aged 13 and 15 years old.</p> <p>[REDACTED]</p>	ae000706
Mar 18, 2010	[REDACTED]	Seeking other Assistance	<p>A call was placed to [REDACTED] and he was encouraged to attend the RGSC this evening.</p> <p>[REDACTED] was very inquisitive about having to return to the RGSC. He was not informed that his order was not valid as he hinted that he shouldn't have self excluded and that he may be inclined to come back and gamble.</p> <p>[REDACTED] also indicated that he owes "lots" of money to people, who are encouraging him to cancel his order. He stopped short of disclosing the amount owed and if his debt is to loan sharks.</p> <p>[REDACTED] eventually stated he will attend the RGSC this evening but couldn't provide an estimated time of arrival as he wished to spend time with his children aged 13 and 15 years old.</p> <p>[REDACTED]</p>	ae000706