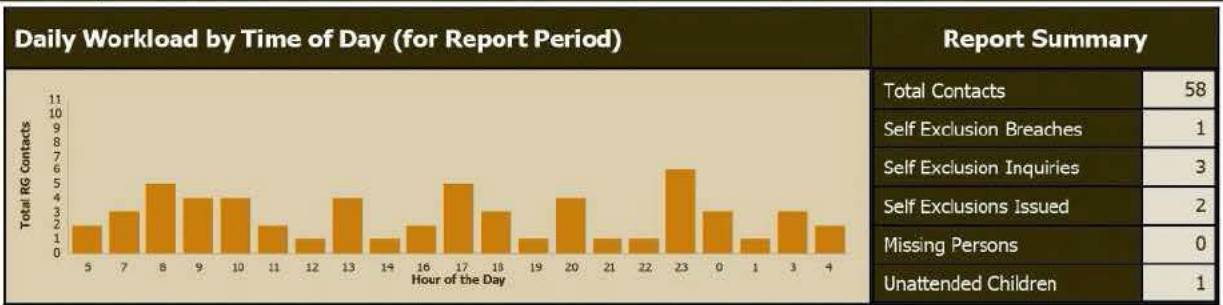


RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020




Person Registration Details	Comments	Photo
<p>Date / Time 13/01/2020 7:15:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Person</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Operational Overview</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>	Scanned files.	
<p>Date / Time 13/01/2020 7:38:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA fb022711</p>	<p>PP16 MGF Machines</p> <p>Observed [REDACTED] at E30; no observable signs noted.</p>	
<p>Date / Time 13/01/2020 7:41:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location RGC</p> <p>RGA fb022711</p>	<p>PP12 MGF Machines</p> <p>Observed [REDACTED] at F58; no observable signs noted.</p>	
<p>Date / Time 13/01/2020 7:45:00 AM</p> <p>Person Name RGC Female Unknown</p> <p>Person ID Person</p> <p>Referred By Table Games</p> <p>Nature of Service Observable Signs</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>AM (Christian) in pit *8 advised an unknown female who he had asked to leave earlier as had been falling asleep, had returned. RGA approached and spoke to female, she refused to show ID or CR card so was asked to leave GF, female obliged and RGA walked her out via Ming's.</p>	<p>PHOTO REQUIRED</p>
<p>Date / Time 13/01/2020 8:00:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Observable Signs</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>AM (Christian) advised [REDACTED] was falling asleep at a machine outside pit 8. [REDACTED] was watching his wife play on C0702 [REDACTED] and he obliged and said he would go home now.</p>	



RESPONSIBLE GAMING



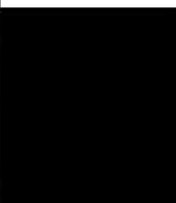



DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020

Person Registration Details	Comments	Photo
<p>Date / Time 13/01/2020 8:00:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Table Games</p> <p>Nature of Service Observable Signs</p> <p>Referral Location No Referral</p> <p>RGA pf370890</p>	<p>AM (Christian) advised [REDACTED] was falling asleep at a machine outside pit 8. [REDACTED] (husband) was watching his wife [REDACTED] play on C0702 RGA spoke to [REDACTED] (husband) and he obliged and said he would go home now.</p>	[REDACTED]
<p>Date / Time 13/01/2020 8:45:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location Table Games</p> <p>RGA pf370890</p>	<p>PP20 Tables Pre</p> <p>RGA spoke to [REDACTED] and advised that another substantial break was required soon. [REDACTED] said she would be going in the next couple of hours.</p>	[REDACTED]
<p>Date / Time 13/01/2020 8:45:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Self Exclusion Alleged Breach</p> <p>Referral Location GHTEL Service</p> <p>RGA fb022711</p>	<p>[REDACTED] attended RGC; he claimed to have breached several times in the last 2 months and wondered why he had not been stopped from entering. Reminded [REDACTED] of attempted breach in November, and that it is his responsibility to make every effort to stay away. [REDACTED] said he had banned himself from local venues; recommended to [REDACTED] that he contact GH (provided contact details). Updated photo for SEER and NeoFace.</p>	[REDACTED]
<p>Date / Time 13/01/2020 8:51:00 AM</p> <p>Person Name Responsible Gaming DOR</p> <p>Person ID Perse</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Operational Overview</p> <p>Referral Location No Referral</p> <p>RGA jt380953</p>	<p>Duress testing conducted</p>	
<p>Date / Time 13/01/2020 8:59:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Responsible Gaming</p> <p>Nature of Service Remote Self-Exclusion</p> <p>Referral Location GHTEL Service</p> <p>RGA jt380953</p>	<p>Application and relevant documents received from Pe CPSE issued. [REDACTED] mother of [REDACTED] attended RGC. Confirmed with legal before providing relevant documents to [REDACTED]</p>	[REDACTED]
<p>Date / Time 13/01/2020 9:00:00 AM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA nm018947</p>	<p>PP16 PRE Tables</p> <p>Observed.</p>	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020

Person Registration Details	Comments	Photo
Date / Time 13/01/2020 9:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP16 PRE Tables Observed.	
Date / Time 13/01/2020 9:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA pf370890	PP12 Tables MGF RGA attended and observed ██████ at 0718, not observable signs.	
Date / Time 13/01/2020 9:00:00 AM Person Name ██████████ Person ID ██████████ Referred By Table Games Nature of Service Play Periods Referral Location Table Games RGA pf370890	PP20 PRE TABLES ACM (Andrew) advised that ██████ was in teak playing un-carded, TG was rating her manually and suspected ██████ was nearing 24 hours. RGA approached and spoke with ██████ she was very resistant when asked to leave and have an 8 hour break, stating "I'm allowed to play for 24 hours" RGA explained a substantial break was required when long there are long periods of play. RGA asked ██████ to take an 8 hour break and not to return until 5pm 13/01/20. ██████ was obliged but wasn't happy. Due to previous interactions, player will return, changed clothes and start playing. TG monitors and will advise RG if ██████ returns.	
Date / Time 13/01/2020 9:30:00 AM Person Name Responsible Gaming DOR Person ID Perso ██████ Referred By Responsible Gaming Nature of Service Operational Overview Referral Location No Referral RGA nm018947	Checked SPLUNK and WEBEX throughout shift.	 PHOTO REQUIRED
Date / Time 13/01/2020 10:00:00 AM Person Name Chaplaincy Services RGC Person ID Perso ██████ Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA ab376233	Pers (staff)	PHOTO REQUIRED 
Date / Time 13/01/2020 10:25:00 AM Person Name ██████████ Person ID ██████████ Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA pf370890	PP20 VIP Tables Ben Pers 10:23 AM ██████ is aware of his play length and will finish before 13:00	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020

Person Registration Details	Comments	Photo
Date / Time 13/01/2020 10:36:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Perul Nature of Service RG WOL Referral Location RGC RGA jt380953	Cross Property RG WOL issued by CP - Please be advised the below patron was issued an upgraded CCA 26.2 barring on 11 January 2020. She was upgraded due to breaching her self exclusion.	[REDACTED]
Date / Time 13/01/2020 10:49:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service RG WOL Referral Location No Referral RGA jt380953	RG WOL issued for CM only for a period of 12 months due to an unattended child incident on 11/01/2020. Expires 13/01/2021.	[REDACTED]
Date / Time 13/01/2020 11:00:00 AM Person Name [REDACTED] (patron) Person ID [REDACTED] Referred By Self Nature of Service Chaplaincy Referral Location No Referral RGA ab376233		
Date / Time 13/01/2020 11:00:00 AM Person Name Responsible Gaming Audit Person ID [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA nm018947	Canvassed gaming floor around EGM, TG and FATG areas. Liaised with Red Carpet, Entertainment and Gaming Machine staff.	
Date / Time 13/01/2020 12:05:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Spiritik Nature of Service Play Periods Referral Location No Referral RGA nm018947	PP20 PRE Tables RGA spoke with patron. She said she will leave soon.	[REDACTED]
Date / Time 13/01/2020 1:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Host Nature of Service Play Periods Referral Location RGC RGA fb022711	PP20 VIP Tables Advised by DSM: [REDACTED] is leaving after her tea.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020

Person Registration Details	Comments	Photo
Date / Time 13/01/2020 1:32:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Play Periods Referral Location RGC RGA fb022711	PP20 PRE Tables Advised by TG ACM: [REDACTED] has been observed and is not showing any signs of fatigue. AMs have been alerted and will alert if he is still here at 1430 or his condition worsens. 3:58pm - Webex message from TG ACM PRE - [REDACTED] has just been advised to take an 8 hour break and has left the Teak room.	[REDACTED]
Date / Time 13/01/2020 1:37:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA fb022711	PP20 PRE Machines Advised GM VOSM (Tien) [REDACTED] had been playing for 23hrs with a 5.5hr break.	[REDACTED]
Date / Time 13/01/2020 1:42:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Gaming Machines RGA fb022711	PP20 PRE Machines GM VOSM (Tien) advised [REDACTED] playing for 22hrs with a 5hr break.	[REDACTED]
Date / Time 13/01/2020 2:34:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location Chinese Peer Connection (East) RGA pf370890	[REDACTED] presented at RGC to ask about revocation, Jenny [REDACTED] acted as translator and explained T&Cs of Revocation process. RGA supplied Chinese Peer Brochure and RGC BC [REDACTED]	[REDACTED]
Date / Time 13/01/2020 4:38:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Self Exclusion Referral Location Table Games RGA pf370890	[REDACTED] presented herself at RGC to SE. T&Cs was explained and [REDACTED] decided to proceed. SE papers were served at 16:38 3/01/20 and RGA Nina [REDACTED] acted as witness. SE period 3 Years	[REDACTED]
Date / Time 13/01/2020 4:46:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA pf370890	Information CALL: SV (Stephen) advised that [REDACTED] had been stopped at the village and refused entry. RGA had nil contact.	[REDACTED]



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020

Person Registration Details	Comments	Photo
Date / Time 13/01/2020 5:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Responsible Gaming Nature of Service Welfare Referral Location RGC RGA nm018947	<p>Responding to pager alert I approached [REDACTED] in Pit 22. SV called for photo and coverage. Spoke with [REDACTED] in regards to his customer feedback from the 6/01/2020 (self – harm). He said he didn't mean what he said as he was 'wasted'. He was very apologetic and said he has no mental health or gambling issues. His life is good and enjoys Crown with his friends. I explained our services and he thanked me for the chat and promised he will not do something like that again. Removed from the pager.</p>	
Date / Time 13/01/2020 5:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location No Referral RGA nm018947	<p>Advised by SV that [REDACTED] attempted to gain entry onto the gaming floor via Mings. She was refused by Security.</p>	
Date / Time 13/01/2020 5:16:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA nm018947	<p>PP20 MGF Tables</p> <p>5:16pm Webex message from TG ACM East/West - Spoken to [REDACTED] She will take a break within this hour.</p> <p>5:55pm Webex message from TG ACM East/West - Patron has left the premises.</p>	
Date / Time 13/01/2020 5:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Self Exclusion Information Referral Location RGC RGA nm018947	<p>[REDACTED] attended the RGC with Premium Host Terry, who acted as interpreter, enquiring if she can SE for a month without any expiry dates on the documents. Time Out was explained but patron didn't wasn't interested because those documents have expiry dates on them. She said her daughter wants her to SE but she doesn't want to. Her daughter is concerned about all the money she has lost and the length of time she spends at Crown. [REDACTED] has previously SE and Revoked in 2018. Encouraged her to come in with her daughter and chat with us and consider SE and Time Out. She said she will come in tomorrow and speak with Brendan.</p>	
Date / Time 13/01/2020 5:50:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Guest Services Nature of Service Revocation Information Referral Location No Referral RGA nm018947	<p>Received a call from [REDACTED] enquiring about his Revocation. Explained nothing has changed since he called on the 3/01/202. Advised him to be patient and let the process take its course.</p>	
Date / Time 13/01/2020 6:29:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA vm370923	<p>PP20 PRE Tables</p> <p>TG AM Michelle - Patron came back from 5.5hr break and looks fresh. Happy to allow patron to play and will continue to monitor. Michelle will advise [REDACTED] to take 8hr break when she finishes play today.</p> <p>ACM E/W sent other message [REDACTED] has cashed out and will take 8hr break now.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020

Person Registration Details	Comments	Photo	
<p>Date / Time 13/01/2020 6:29:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Revocation Information</p> <p>Referral Location Chinese Peer Connection (East)</p> <p>RGA gj014394</p>	<p>[REDACTED] called RGC enquiring about revocation. I explained that she had missed out the appeal and had to wait for 3 years once the SE expired. I encouraged [REDACTED] seeking counselling service.</p>		
<p>Date / Time 13/01/2020 6:32:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Hotels</p> <p>Nature of Service Unattended Child</p> <p>Referral Location No Referral</p> <p>RGA vm370923</p>	<p>Hotel Security Volkan informed RGA George that 3 children (aged 13, 10, 6) had been left unattended in the CP Pool for 45 minutes. Then the mother [REDACTED] collected them and went to the room. George spoke to [REDACTED] and mother at their room (0786) and issued a verbal warning. Rodrigo [REDACTED] was also present. Mother could not speak English and had no ID.</p>		
<p>Date / Time 13/01/2020 7:42:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location Gaming Machines</p> <p>RGA vm370923</p>	<p>PP20 VIP Machines</p> <p>No reply to Webex, text message sent. VOSM replied patron does not have active rating.</p> <p>DSM Ralph spoke to patron who will be leaving at midnight for at least 6hr break.</p>		
<p>Date / Time 13/01/2020 8:10:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Self</p> <p>Nature of Service Self Exclusion Information</p> <p>Referral Location GHTel Service</p> <p>RGA gj014394</p>	<p>Received a call from [REDACTED] claiming he had lost over 20 K. I attended D1305 and escorted [REDACTED] back to RGC. I had provided all relevant services to [REDACTED] who accepted our business card and requested to take some time for thinking about it.</p>		<p>PHOTO REQUIRED</p> <p> responsiblegaming</p> <p><small>WAREHOUSING ASSISTANCE SUPPORT Banker's Quay Help 902 899 888 Responsible Gaming Centre 1800 902 108</small></p>
<p>Date / Time 13/01/2020 8:32:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA vm370923</p>	<p>PP20 MGF Machines</p> <p>Patron has had a 6hr break. Unable to locate patron.</p>		
<p>Date / Time 13/01/2020 8:49:00 PM</p> <p>Person Name [REDACTED]</p> <p>Person ID [REDACTED]</p> <p>Referred By Splunk</p> <p>Nature of Service Play Periods</p> <p>Referral Location No Referral</p> <p>RGA vm370923</p>	<p>PP12 MGF Machines</p> <p>Explained PP policy and reminded her to take a break.</p>		



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020

Person Registration Details	Comments	Photo
Date / Time 13/01/2020 8:56:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Self Nature of Service Revocation Information Referral Location GHTel Service RGA gj014394	<p>[REDACTED] attended RGC for enquiring about SE revocation. All details passed on</p>	[REDACTED]
Date / Time 13/01/2020 9:23:00 PM Person Name Responsible Gaming Audit Person ID Perso [REDACTED] Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA gj014394	<p>Canvassed gaming floor around EGM, TG and FATG areas.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>AN ACTRESS RESOURCES SUPPORT Gambling's Goodbye Help: 1800 000 000 Responsible Gaming Centre 1800 000 000</small></p>
Date / Time 13/01/2020 10:30:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Crown Rewards Nature of Service Self Exclusion Information Referral Location Chinese Peer Connection (East) RGA gj014394	<p>Received a call from Crown Rewards advising [REDACTED] would like to enquiry about self exclusion. I escorted [REDACTED] back to RGC. All relevant information and services explained. [REDACTED] would like to think about it. I encouraged [REDACTED] seeking counselling service.</p>	[REDACTED]
Date / Time 13/01/2020 11:00:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Third Party Nature of Service TPE Information Referral Location RGC RGA vm370923	<p>[REDACTED] (daughter) attended RGC and explained that she was concerned for her mother's gambling. [REDACTED] had previously gambled a lot but then took a break from gaming to regain control. [REDACTED] has noticed recently that [REDACTED] has been attending the Casino daily and lying about being at the Casino. [REDACTED] has taken money out of her mortgage and her friend has disclosed that [REDACTED] borrows money from people at the Casino. Passed on information about TPE. [REDACTED] does not want us to perform welfare check, she will try encourage her mum to SE by herself.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>AN ACTRESS RESOURCES SUPPORT Gambling's Goodbye Help: 1800 000 000 Responsible Gaming Centre 1800 000 000</small></p>
Date / Time 13/01/2020 11:10:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Breach of Self Exclusion Referral Location No Referral RGA gj014394	<p>Maria SV advised that [REDACTED] was seen in Maple Room. I attended but [REDACTED] had already walked out via Mings entry once she saw me. nil contact.</p>	[REDACTED]
Date / Time 13/01/2020 11:17:00 PM Person Name [REDACTED] Person ID [REDACTED] Referred By Table Games Nature of Service Welfare Referral Location RGC RGA jt380953	<p>From RGA Victoria "AM Peter requested RGA to table 0408. Dealer Eric had observed patron putting his head in his hands, exchanging money rapidly and playing between tables. With SSO Jazz assisting with Spanish translation, I asked if he was happy with his gambling and if there were any concerns. Patron ([REDACTED]) replied that he does not have a gambling problem, his mood is not affected by gambling. Also mentioned that he has a problem with his eye and occasionally places his hands on his face because they cause irritation. Explained RGC services, patron thanked me for our concern."</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>AN ACTRESS RESOURCES SUPPORT Gambling's Goodbye Help: 1800 000 000 Responsible Gaming Centre 1800 000 000</small></p>



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020

Person Registration Details	Comments	Photo
Date / Time 13/01/2020 11:17:00 PM Person Name RGC Male Unknown Person ID Person Referred By Table Games Nature of Service Welfare Referral Location RGC RGA vm370923	<p>AM Peter requested RGA to table 0408. Dealer Eric had observed patron putting his head in his hands, exchanging money rapidly and playing between tables. With SSO Jazz assisting with Spanish translation, I asked if he was happy with his gambling and if there were any concerns. Patron () replied that he does not have a gambling problem, his mood is not affected by gambling. Also mentioned that he has a problem with his eye and occasionally places his hands on his face because they cause irritation. Explained RGC services, patron thanked me for our concern.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>Member's Careline Help 800 800 888 Responsible Gaming Centre 1800 601 198</small></p>
Date / Time 13/01/2020 11:41:00 PM Person Name Person ID Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA vm370923	<p>PP16 PRE Machines Reminded patron to take a break.</p>	
Date / Time 13/01/2020 11:51:00 PM Person Name Person ID Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA vm370923	<p>PP12 MGF Machines Explained policy and reminded patron to take regular breaks in play.</p>	<p>PHOTO REQUIRED</p> <p>responsiblegaming <small>Member's Careline Help 800 800 888 Responsible Gaming Centre 1800 601 198</small></p>
Date / Time 14/01/2020 12:06:00 AM Person Name Person ID Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA vm370923	<p>PP20 PRE Tables Unable to locate patron. Passed onto Phillip TG AM. Found patron playing in the Teak room. Advised patron to take 8hr break at 1:30am. Patron looked alert and has taken multiple breaks today.</p>	
Date / Time 14/01/2020 12:50:00 AM Person Name Person ID Referred By Self Nature of Service Self Exclusion Referral Location GHTEL Service RGA gj014394	<p>attended RGC requesting for self exclusion. I explained the process, obligation and consequence of SE to () who opted to apply for. The Order of SE was served and issued at 1:09am on her request. Victoria Per from RGA acted as Cat A witness.</p>	
Date / Time 14/01/2020 12:58:00 AM Person Name Person ID Referred By Self Nature of Service Seeking other Assistance Referral Location No Referral RGA vm370923	<p>called RGC and asked when his TO expires. Explained that it expires on the 7/02/20.</p>	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020

Person Registration Details	Comments	Photo
Date / Time 14/01/2020 1:40:00 AM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA vm370923	Canvassed gaming floor around EGM, TG and FATG areas.	
Date / Time 14/01/2020 3:30:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA vm370923	PP12 MGF Machines Advised of PP policy and encouraged patron to take regular breaks.	
Date / Time 14/01/2020 3:35:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Surveillance Nature of Service Attempted Breach Referral Location RGC RGA jt380953	Neoface/Surveillance information - [REDACTED] refused entry at Mings and walked out to Nobu riverside	
Date / Time 14/01/2020 3:50:00 AM Person Name Responsible Gaming Audit Person ID Perso Referred By Responsible Gaming Nature of Service GM/TG/Staff & FATG focus Referral Location No Referral RGA vm370923	Canvassed gaming floor around EGM, TG and FATG areas.	
Date / Time 14/01/2020 4:27:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location Table Games RGA vm370923	PP16 VIP Tables TG AM Michelle observed patron, she looks alert and is not displaying any observable signs.	
Date / Time 14/01/2020 4:41:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA vm370923	PP16 VIP Machines Reminded patron to take a break, he said he is waiting for trains to start.	



RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Jan 13, 2020

Person Registration Details		Comments	Photo
Date / Time 14/01/2020 5:26:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA vm370923	PP16 PRE Machines Reminded patron to take a break.	[REDACTED]	
Date / Time 14/01/2020 5:27:00 AM Person Name [REDACTED] Person ID [REDACTED] Referred By Splunk Nature of Service Play Periods Referral Location No Referral RGA vm370923	PP16 PRE Machines Reminded patron to take a break, no observable signs.		
Registration Date/Time	Operational Overview		Created By
13/01/2020 07:15:00 AM	Scanned files.		nm018947
13/01/2020 08:51:00 AM	Duress testing conducted		jt380953
13/01/2020 09:30:00 AM	Checked SPLUNK and WEBEX throughout shift.		nm018947