

**CROWN RESPONSIBLE GAMING**  
 DAILY OPERATIONS REPORT FOR GAMING DATE Mar 1, 2018



Person Registration Details	Comments	Photo
<b>Date / Time</b> 01/03/2018 6:36:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> fb022711	SYCO Report checked - 6am.	
<b>Date / Time</b> 01/03/2018 8:30:00 AM <b>Person Name</b> [Redacted] <b>Person ID</b> [Redacted] <b>Referred By</b> Third Party <b>Nature of Service</b> Revocation Information <b>Referral Location</b> Gambler's Help Counselling Service <b>RGA</b> lp025083	Retail Ops Mgr Personal called to advise that [Redacted] was upset at being asked to seek counselling [Redacted] has worked at Rockpool for 6 years and is unable to continue until her SE is revoked. Advised Pers that the process was straightforward. Information passed on to Personal, F&B Mgr, Rockpool Dining Group.	[Redacted]
<b>Date / Time</b> 01/03/2018 10:00:00 AM <b>Person Name</b> [Redacted] Patron <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		
<b>Date / Time</b> 01/03/2018 10:30:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> km003968	SYCO Report checked - 10am	
<b>Date / Time</b> 01/03/2018 10:43:00 AM <b>Person Name</b> [Redacted] <b>Person ID</b> [Redacted] <b>Referred By</b> Security <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> Gambler's Help Counselling Service <b>RGA</b> lp025083	SIU Jason advised that [Redacted] has disclosed information regarding significant losses and a gambling problem. Jason was enquiring about counselling options. Requested patron make an appointment with RGP or GH.	[Redacted]



# RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE Mar 1, 2018

Person Registration Details	Comments	Photo
<b>Date / Time</b> 01/03/2018 10:59:00 AM <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> No Referral <b>RGA</b> km003968	<p>Received a page for [REDACTED] who came to notice a couple of days ago in for sleeping in his car. At the time he claimed to be homeless. Due to another incident I was unable to attend immediately and there was no longer an open rating.</p> <p>GM/Platinum</p>	
<b>Date / Time</b> 01/03/2018 11:00:00 AM <b>Person Name</b> RGC Male Unknown <b>Person ID</b> Perso <b>Referred By</b> Table Games <b>Nature of Service</b> Welfare/Observable Signs <b>Referral Location</b> RGSC <b>RGA</b> km003968	<p>In response to a pager alert I attended pit 7. TG AM believed that a male who was aggressive and swearing "more than usual" after losses. I observed for an entire shoe and saw nothing out of the ordinary. Nevertheless I spoke with the male regarding staff concerns. The male acknowledged he had lost 7K this evening, but did not have RG issues. He apologised for his behaviour and agreed that it would not occur again. TG staff advised.</p>	<p>PHOTO REQUIRED</p>
<b>Date / Time</b> 01/03/2018 11:33:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> 3rd Party SE Inquiry <b>Referral Location</b> RGSC <b>RGA</b> lp025083	<p>Received an email from [REDACTED] I have spoken to [REDACTED]. He has explained that he is making enquiries on behalf of [REDACTED]. [REDACTED] will attend RGSC with [REDACTED] who may wish to SE. The enquiry was not for a copy of [REDACTED] application, as he is not currently SE.</p>	<p>PHOTO REQUIRED</p>
<b>Date / Time</b> 01/03/2018 11:50:00 AM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> km003968	<p>Received 5 calls in 2 minutes that cut out while walking around the pt 10/11 area</p>	<p>PHOTO REQUIRED</p>
<b>Date / Time</b> 01/03/2018 11:52:00 AM <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> Gambler's Help Counselling Service <b>RGA</b> lp025083	<p>I spoke with [REDACTED] who advised he would make an appointment with GH or call the RGSC to make an appointment with RGP.</p>	
<b>Date / Time</b> 01/03/2018 11:53:00 AM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> Gambler's Help Telephone Service <b>RGA</b> km003968	<p>Received a number of calls on the mobile that kept cutting out (see Operational Overview) Managed to get [REDACTED] contact details to call back via the landline. He was concerned after being located in breach of his SE Order yesterday. I have reiterated the boundaries of the SE Order and urged him to seek counselling if he was finding it difficult to remain off the gaming floor.</p>	



# RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE Mar 1, 2018

Person Registration Details	Comments	Photo
<b>Date / Time</b> 01/03/2018 12:01:00 PM <b>Person Name</b> Responsible Gaming Audit <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> GM & FATG focus <b>Referral Location</b> No Referral <b>RGA</b> km003968	Canvassed gaming floor around EGM and FATG areas.	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"><b>PHOTO REQUIRED</b></p>  <p style="font-size: 8px;"> <small>               PROBLEM RESOLUTION SUPPORT                Gambler's Questionnaire: 1-800-352-8888                Responsible Gaming Centre: 1-800-352-8888             </small> </p> </div>
<b>Date / Time</b> 01/03/2018 12:02:00 PM <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> km003968	Sighted [REDACTED] on level 1 outside the cinemas. Leslie in Comms advised. I advised [REDACTED] that she was not permitted in the entire complex.	
<b>Date / Time</b> 01/03/2018 1:11:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Revocation Follow Up <b>Referral Location</b> No Referral <b>RGA</b> km003968	Revocation follow up. 3/ voice mail	
<b>Date / Time</b> 01/03/2018 1:12:00 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> km003968	[REDACTED] ang about the status of her revocation application. Advised her that as yet no contact has been made with the report writer, but messages have been left for her to return our call.	
<b>Date / Time</b> 01/03/2018 1:13:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Self Exclusion follow up <b>Referral Location</b> No Referral <b>RGA</b> km003968	SE follow up 2/ mail box	
<b>Date / Time</b> 01/03/2018 1:20:00 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> Gambler's Help Telephone Service <b>RGA</b> km003968	Attended pit 8 to remove [REDACTED] after advice from surveillance. She was annoyed when she saw me and did not stop to change chips as requested or to speak about counselling options. She walked out via Atrium.	



## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Mar 1, 2018

Person Registration Details	Comments	Photo
<b>Date / Time</b> 01/03/2018 2:23:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Surveillance <b>Nature of Service</b> Illegal Act <b>Referral Location</b> No Referral <b>RGA</b> km003968	Advised by Josh in surveillance of an attempted theft of a \$100 note. Dealer intervened and prevented the theft. The unknown male has left the gaming floor.	
<b>Date / Time</b> 01/03/2018 2:30:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Third Party <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> km003968	Received a call from [REDACTED] Email sent to the RGPs	 PHOTO REQUIRED
<b>Date / Time</b> 01/03/2018 2:51:00 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> RGSC <b>RGA</b> km003968	Advised Mary in the Black Salon that [REDACTED] should be encouraged to take a substantial break before 17:00. [REDACTED] revoked his SE in January 2018 and this is his second reminder regarding length of play. <ul style="list-style-type: none"> <li>• SYCO</li> <li>• Location - Platinum P1406</li> <li>• GM Silver</li> <li>• Reminder</li> </ul>	
<b>Date / Time</b> 01/03/2018 2:54:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> km003968	SYCO Report checked - 2pm	 PHOTO REQUIRED
<b>Date / Time</b> 01/03/2018 3:48:00 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> Gambler's Help Telephone Service <b>RGA</b> km003968	Advised by Troy in surveillance that [REDACTED] was playing on BA1612, When I approached he had a 7K bet in play. The result was a tie, nil funds withheld. [REDACTED] was walked out via Atrium and advised to seek counselling. He refused to stop to get his chips changed. From what I could see he had at least 20K in his hand.	
<b>Date / Time</b> 01/03/2018 3:53:00 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> km003968	Advised by Cathy in surveillance that [REDACTED] was in pit 8. She ran out of pit 8 as soon as she saw me. I alerted the SSOs standing outside the pit that she was also a WOL.	



# RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE Mar 1, 2018

Person Registration Details	Comments	Photo
<b>Date / Time</b> 01/03/2018 4:19:00 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> RGSC <b>RGA</b> km003968	<p>[REDACTED] rang to ask about the revocation process. The line was very bad. I have provided him with RGSC email address and told him to make contact via this platform.</p>	
<b>Date / Time</b> 01/03/2018 4:30:00 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> Gambler's Help Telephone Service <b>RGA</b> km003968	<p>[REDACTED] attended the RGSC to enquire about the revocation process. All relevant information passed on and GHelp details provided. [REDACTED] understands that he is not eligible to apply before 04/05/18.</p>	
<b>Date / Time</b> 01/03/2018 5:12:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Request for Revocation <b>Referral Location</b> RGSC <b>RGA</b> km003968	<p>Responded to email to confirm receipt - Patron has rung numerous times on a very bad line.</p>	
<b>Date / Time</b> 01/03/2018 6:15:00 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> RGSC <b>RGA</b> km003968	<p>SYCO BA1209 Plat / TG Reminder</p> <p>Advised Tegan in pit 12 that [REDACTED] needed to take a reasonable break within the next hour to avoid being directed to take a 24 hour break.</p>	
<b>Date / Time</b> 01/03/2018 6:28:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Gaming Machines <b>Nature of Service</b> Seeking other Assistance <b>Referral Location</b> No Referral <b>RGA</b> km003968	<p>[REDACTED] was brought to the RGSC by a GM attendant enquiring about "stay away". Requested that Comms locate a Japanese translator for assistance. With help of interpreter of TG staff Takako, it was discovered that [REDACTED] wants to know if "he could left the game before the winner is known of Poker Table". TG stafee Takako then accompanied [REDACTED] to poker room to get clarification from Poker Rm Manager.</p>	<p>PHOTO REQUIRED</p>
<b>Date / Time</b> 01/03/2018 6:33:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Person <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> km003968	<p>Received another 5 calls while on the mobile in the RGSC that lasted from 4 seconds to 20 seconds before cutting out.</p>	<p>PHOTO REQUIRED</p>



## RESPONSIBLE GAMING


DAILY OPERATIONS REPORT FOR GAMING DATE Mar 1, 2018

Person Registration Details		Comments	Photo
<b>Date / Time</b> 01/03/2018 6:50:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Person <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> SYCO Report <b>Referral Location</b> No Referral <b>RGA</b> jc017687	SYCO Report checked - 6pm	 PHOTO REQUIRED	
<b>Date / Time</b> 01/03/2018 7:26:00 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> RGSC <b>RGA</b> jc017687	[REDACTED] left his DL at RGSC. RGLO contacted [REDACTED] who will come in to collect his DL in 40 mins.	[REDACTED]	
<b>Date / Time</b> 01/03/2018 8:00:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Table Games <b>Nature of Service</b> Play Periods <b>Referral Location</b> No Referral <b>RGA</b> jc017687	Informed by Teak ACM Matthew that [REDACTED] is back in Teak before the 24 hr is up. RGLO attended and escorted [REDACTED] out of Teak and informed him to stay away for 24 hr from now. - Informed by Teak ACM Matthew - TG/Gold - TeakRoom - 24 hr break	[REDACTED]	
<b>Date / Time</b> 01/03/2018 8:23:00 PM <b>Person Name</b> [REDACTED] <b>Person ID</b> [REDACTED] <b>Referred By</b> Self <b>Nature of Service</b> Other <b>Referral Location</b> No Referral <b>RGA</b> jc017687	[REDACTED] collected his DL.	[REDACTED]	
<b>Date / Time</b> 01/03/2018 8:40:00 PM <b>Person Name</b> Responsible Gaming DOR <b>Person ID</b> Perso <b>Referred By</b> Responsible Gaming <b>Nature of Service</b> Operational Overview <b>Referral Location</b> No Referral <b>RGA</b> jc017687	Observed and deleted from pager : [REDACTED]	 PHOTO REQUIRED	
<b>Date / Time</b> 01/03/2018 9:00:00 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> Gambler's Help Counselling Service <b>RGA</b> jc017687	Informed by Mark in SV that [REDACTED] was playing on AR1012 and AR1011. He later moved to Maple Rm. RGLO attended with SSO and escorted [REDACTED] out thru Mings. Advised to seek counselling from GH.	[REDACTED]	



## RESPONSIBLE GAMING



DAILY OPERATIONS REPORT FOR GAMING DATE Mar 1, 2018

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 01/03/2018 9:20:00 PM</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> No Referral</p> <p><b>RGA</b> jc017687</p>	<p>Informed by Melissa in SV that [REDACTED] was in pit 16. He decamped thru Atrium entry before being approached.</p>	[REDACTED]
<p><b>Date / Time</b> 01/03/2018 9:30:00 PM</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> Gambler's Help Counselling Service</p> <p><b>RGA</b> jc017687</p>	<p>Informed by Scott in SV that [REDACTED] was playing on B10704. He then moved BA0418. RGLO attended with SSO. After cashing in his \$50 of chips at West Cage. He was escorted out thru Western entry. Advised to seek counselling from GH.</p>	[REDACTED]
<p><b>Date / Time</b> 01/03/2018 10:00:00 PM</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> Gambler's Help Counselling Service</p> <p><b>RGA</b> jc017687</p>	<p>Informed by Minh in SV that [REDACTED] is playing on AR table right outside Margos. RGLO and SSO attended and escorted [REDACTED] out thru Mings entry. Advised [REDACTED] to seek counselling from GH.</p>	[REDACTED]
<p><b>Date / Time</b> 01/03/2018 10:45:00 PM</p> <p><b>Person Name</b> Responsible Gaming DOR</p> <p><b>Person ID</b> Perso</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> SYCO Report</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> jc017687</p>	<p>SYCO Report checked - 10pm</p>	 <p>PHOTO REQUIRED</p>
<p><b>Date / Time</b> 01/03/2018 10:50:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Third Party</p> <p><b>Nature of Service</b> 3rd Party SE Inquiry</p> <p><b>Referral Location</b> RGSC</p> <p><b>RGA</b> lp025083</p>	<p>Son of [REDACTED] called thru GS wanting to apply for SE for his mother [REDACTED]. Voluntary nature of SE explained. RGSC services offered. Advised [REDACTED] to give our number to [REDACTED] so she could call or come into RGSC for counselling.</p>	[REDACTED]



# RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Mar 1, 2018

Person Registration Details	Comments	Photo
<p><b>Date / Time</b> 01/03/2018 11:30:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Teak Service Executive</p> <p><b>Nature of Service</b> Welfare/Observable Signs</p> <p><b>Referral Location</b> RGSC</p> <p><b>RGA</b> jc017687</p>	<p>Received call from Teak Reception that the son [REDACTED] wants Crown to cancel his mother's card [REDACTED]. RGLO attended and escorted both parties to RGSC and talked to each party individually and separately while the other party waited outside RGSC. The mother [REDACTED] acknowledged that she has borrowed \$10K that was paid off by [REDACTED]. Now she has another outstanding debt of \$5,700. She is working as a supervisor in factory and claimed that she can pay it off herself after one pay-cheque. She claimed to be on holiday at the moment and thus has more time to spend in the casino. RG strategies informed and urged her to follow. RGLO then talked to the son [REDACTED]. [REDACTED] claimed that his mother borrowed money at the casino and the debtor arrived at their house to collect debt. There is also a investment property in the name of [REDACTED] and he father who is not living with them. Advised [REDACTED] to contact GH for financial course</p>	
<p><b>Date / Time</b> 01/03/2018 11:31:00 PM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Teak Service Executive</p> <p><b>Nature of Service</b> 3rd Party SE Inquiry</p> <p><b>Referral Location</b> Gambler's Help Counselling Service</p> <p><b>RGA</b> jc017687</p>	<p>Received call from Teak Reception that the son [REDACTED] wants Crown to cancel his mother's card [REDACTED]. RGLO attended and escorted both parties to RGSC and talked to each party individually and separately while the other party waited outside RGSC. The mother [REDACTED] acknowledged that she has borrowed \$10K that was paid off by [REDACTED]. Now she has another outstanding debt of \$5,700. She is working as a supervisor in factory and claimed that she can pay it off herself after one pay-cheque. She claimed to be on holiday at the moment and thus has more time to spend in the casino. RG strategies informed and urged her to follow. RGLO then talked to the son [REDACTED]. [REDACTED] claimed that his mother borrowed money at the casino and the debtor arrived at their house to collect debt. There is also a investment property in the name of [REDACTED] and he father who is not living with them. Advised [REDACTED] to contact GH for financial course</p>	
<p><b>Date / Time</b> 02/03/2018 12:05:00 AM</p> <p><b>Person Name</b> RGC Male Unknown</p> <p><b>Person ID</b> Perso [REDACTED]</p> <p><b>Referred By</b> Table Games</p> <p><b>Nature of Service</b> Seeking other Assistance</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> jc017687</p>	<p>Informed by pit 22 TG AM Lala and Rachael that an male patron wearing a dark track suit hoddie playing on AT table appeared emotional. RGLO attended. The patron decamped thru Man Tong entry before being approached.</p>	<p><b>PHOTO REQUIRED</b></p> <p></p> <p><small>Member's Card No: 802 858 888 Responsible Gaming Centre 802 801 996</small></p>
<p><b>Date / Time</b> 02/03/2018 2:36:00 AM</p> <p><b>Person Name</b> [REDACTED]</p> <p><b>Person ID</b> [REDACTED]</p> <p><b>Referred By</b> Self</p> <p><b>Nature of Service</b> Seeking other Assistance</p> <p><b>Referral Location</b> Gaming Machines</p> <p><b>RGA</b> lp025083</p>	<p>Joseph responded to an email from [REDACTED] regarding her account. [REDACTED] was referred to Crown Rewards.</p>	
<p><b>Date / Time</b> 02/03/2018 2:45:00 AM</p> <p><b>Person Name</b> Responsible Gaming DOR</p> <p><b>Person ID</b> Person [REDACTED]</p> <p><b>Referred By</b> Responsible Gaming</p> <p><b>Nature of Service</b> SYCO Report</p> <p><b>Referral Location</b> No Referral</p> <p><b>RGA</b> jc017687</p>	<p>SYCO Report checked - 2am</p>	<p><b>PHOTO REQUIRED</b></p> <p></p>





## RESPONSIBLE GAMING

DAILY OPERATIONS REPORT FOR GAMING DATE Mar 1, 2018

Person Registration Details		Comments	Photo
<b>Date / Time</b>	02/03/2018 5:45:00 AM	Informed by Melissa in SV that [REDACTED] was playing in pit 8. He then moved to pit 10 when met up with him and escorted him out Mings entry. Advised to seek counselling from GH. Email sent to LP for WOL to be issued due to frequency of breaches just in the last week.	[REDACTED]
<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>	Gambler's Help Counselling Service		
<b>RGA</b>	jc017687		

Registration Date/Time	Operational Overview	Created By
01/03/2018 06:36:00 AM	SYCO Report checked - 6am.	fb022711
01/03/2018 10:30:00 AM	SYCO Report checked - 10am	km003968
01/03/2018 11:50:00 AM	Received 5 calls in 2 minutes that cut out while walking around the pit 10/11 area	km003968
01/03/2018 02:30:00 PM	Received a call from [REDACTED] Email sent to the RGPs	km003968
01/03/2018 02:54:00 PM	SYCO Report checked - 2pm	km003968
01/03/2018 06:33:00 PM	Received another 5 calls while on the mobile in the RGSC that lasted from 4 seconds to 20 seconds before cutting out.	km003968
01/03/2018 06:50:00 PM	SYCO Report checked - 6pm	jc017687
01/03/2018 08:40:00 PM	Observed and deleted from pager : [REDACTED]	jc017687
01/03/2018 10:45:00 PM	SYCO Report checked - 10pm	jc017687
02/03/2018 02:45:00 AM	SYCO Report checked - 2am	jc017687