

From: Andrew Bullas
Sent: Thu, 21 Feb 2019 10:48:41 +1100
To: Raymond Dole (Security)
Subject: FW: WOL Patron - Mr [REDACTED]
Attachments: image001.png, image002.jpg, image003.jpg, image004.jpg, image005.gif, image006.jpg, image007.png

Hi Ray, just some more intel re: Zhao Pan [REDACTED]

Thanks - AB

Andrew Bullas - Mahogany Room Manager
Crown Melbourne Limited 8 Whiteman Street, Southbank Melbourne, VIC 3006 AUSTRALIA
Telephone: [REDACTED]
Email: [REDACTED]



From: Andrew Bullas
Sent: Monday, 18 February 2019 6:58 AM
To: Sean Knights; Ross Tomarchio
Subject: Re: WOL Patron - Mr Yao, Yongxi #00371404

Some more intel gents.

Andrew Bullas - Mahogany Room Manager
 Crown Melbourne Limited 8 Whiteman Street, Southbank Melbourne, VIC 3006 AUSTRALIA
 telephone: [REDACTED]
 email: [REDACTED]

On 18 Feb 2019, at 03:14, Ben Hughes <[REDACTED]> wrote:

Hello AB,

Following the first incident, at approx. 22:20 Mr Pan and Mr Zhu bought 4 more guests to Level 1 reception. At reception the guests were asked to show ID to register, and due to the recent incident on ground floor, I insisted they do to the International host (Jay Ma) with them. The guests were happy to comply but 3 could only provide photos of their passports and due to members history, and to help expedite the process, I allowed them to register with them. During the registration Mr Zhu became extremely angry. There was a lot of aggressive speak and finger pointing and card waving at Myself and receptionist Laura Liao. He got very loud and very close to receptionist Laura, and I had to step in between them and move him back. I asked Jay to call Veng Anh, who I knew was on shift, and had witnessed the previous incident on ground floor. Mr Zhu continued to abuse me in Chinese (Interpreter stated that he used all the bad words), and acted aggressively until the registration process was complete and Veng turned up. Veng allowed patrons to enter the room and I proceeded to replay the scene to Veng.

Simon was not involved in the aggression this time.

Two big, abusive incidents from the same guy in one night.

Also Simon Pan has repeatedly tried to sign in guests that are WOL, MU or SE. He often becomes abusive to staff when they refuse to allow this to happen.

Both staff have been welfare checked and stated they are fine and were happy to continue working.

Kind regards,

<image006.jpg>

Ben Hughes
Mahogany Service Manager
Crown Melbourne

[REDACTED]
 a: 8 Whiteman Street, Southbank 3006

[REDACTED]
 w: CrownResorts.com.au

<image007.png>

From: Thunya Serng-adichaiwit <[REDACTED]>

Sent: Sunday, 17 February 2019 11:30 PM

To: Peter Lawrence <[REDACTED]>; Andrew Bullas
 [REDACTED]; Mahogany Service Manager_Domestic
 [REDACTED]

Cc: Mahogany Reception Supervisor
 [REDACTED]

Subject: WOL Patron - Mr [REDACTED]

Dear Service Managers,

At Approximately 21:45, MR PAN, ZHAO Y # [REDACTED] and [REDACTED] or [REDACTED] been trying to sign-in [REDACTED] who had been issued WOL under new AUS passport name of [REDACTED] DOB still the same.

I have recognise that [REDACTED] that he is a WOL patron since 2015, I contacted Surveillance and security while we are waiting for Simon Pan made a statement of "If I can't get [REDACTED] into the Room then don't call me Simon and call the big boss down here they will definitely let us in anyway" mean time.

[REDACTED] also abused and said "I have mental issued problem that not let them in, they are bringing lots of money into casino." He asked my nationality and how wouldn't you know how to handle this issue", " I don't give him face".

I told both patrons that due to Crown Policy I won't be able to sign-in [REDACTED] due to his WOL status.

Jonathan from international team then joined in to conversation and explained him that [REDACTED] is WOL and he couldn't be entered in complex at all. Jonathan then escorted [REDACTED] at CT driveway.

<image001.png>

<image002.jpg><image003.jpg><image004.jpg>

Kind Regards,

Thunya Serng-Adichaiwit

Mahogany Room Receptionist <image005.gif>Crown Melbourne Limited [REDACTED]

[REDACTED] w: www.crownmelbourne.com.au