



27 May 2021

Mr Philip Crawford  
Chairperson  
Independent Liquor and Gaming Authority  
4 Parramatta Square  
12 Darcy Street  
Parramatta NSW 2150

**Confidential**

Dear Mr Crawford

**Crown Resorts Limited – Updated Remediation Plan**

I am writing to update you on the progress of Crown's remediation work.

As you know, earlier this week the Crown Resorts Board approved a very substantial change program in the Company's Financial Crime and Compliance department. The Board also approved measures that will materially improve and broaden the Company's responsible gaming operations. The Authority has been provided with specific information in relation to these programs of improvement and reform.

In addition to these specific areas of reform, Crown has progressed many additional projects in its Remediation Plan. Given the extent of progress I thought it was timely to provide you with an updated Remediation Plan. Enclosed is a copy of that updated Plan together with a marked version showing progress since the original Plan was shared with the Authority on 15 March 2021.

I also wanted to let you know that we have provided a copy of the Remediation Plan to Crown's regulators in Western Australia and Victoria, and the two Royal Commissions. The Plan provided to those entities is the same as the attached Plan other than the final two ILGA specific projects in the attached Plan.

Finally, I welcome the imminent appointment of the Independent Monitor and look forward to a continued constructive relationship with the Authority as we continue to work through the Remediation Plan toward our objective of a stronger Company and suitability for our Sydney gaming operations.



Please do not hesitate to contact me in relation to any of the matters referred to in this letter, or any other matters requiring further consultation.

Yours sincerely,



**The Hon Helen Coonan  
Executive Chairman  
Crown Resorts limited**