

To: Catherine Myers [REDACTED]
Cc: Xavier Walsh [REDACTED]
From: Xavier Walsh [REDACTED]
Sent: Sun 2021/06/06 8:41:29 PM (UTC+10:00)
Subject: HPE CM: cd/21/6706 (email) CD/21/6705 (document) Hotel Card Transactions Issue
[CRW.900.002.0001.pdf](#)

Dear Catherine

I refer to my telephone discussion with you earlier this evening.

In the course of responding to a Request for Information from the Royal Commission into Operator and Licence (RCCOL), Crown management identified a surveillance log entry (SLE) dated 17 March 2021. That SLE recorded that on 16 March 2021 an employee made 'remarks relating to money laundering and Crown staff being aware and assisting in money laundering activities with patrons'. Crown's initial inquiries revealed that one of the matters referred to in the SLE relates to a service offered by Crown between approximately 2013 and 2016 by which internationally domiciled patrons staying at a Crown hotel could use debit or credit cards (including China UnionPay cards) to obtain a receipt from the Crown hotel that could be presented at the cage, where it was able to be redeemed for chips or for a deposit to the patron's account.

The board of Crown Resorts commissioned an urgent investigation soon after this discovery and has now received the enclosed memorandum of advice following the investigation's completion. I would welcome an opportunity to discuss this advice with you at your convenience.

In the meantime, as Crown has not yet had an opportunity to discuss the advice with any of the current and former Crown employees referenced in it, Crown requests that the Commission respects the confidentiality of the document and refrains from disclosing it to any third party, at least, until Crown management has had an opportunity to discuss the matter with those people. I anticipate that those discussions will occur in the coming days.

The advice has also been provided, on similar terms, to the RCCOL this evening.

Please let me know if you have any questions or would like to discuss this.

Regards

Xavier Walsh

Chief Executive Officer

Crown Melbourne Limited

Phone: [REDACTED] | Mobile: [REDACTED]

E-Mail: [REDACTED] | Website: www.crownmelbourne.com.au

Address: 8 Whiteman Street, SOUTHBANK VIC 3006 AUSTRALIA



LIVE A LITTLE
FINER



 Please consider the environment before printing this email

NOTICE: This email and any attachments are confidential and may be legally privileged. If you are not the intended recipient, please advise us immediately by return email and then delete both emails (you must not use or disclose the contents). Crown believes, but does not warrant, that this email and any attachments are virus free. You are responsible for checking for viruses. Crown may monitor emails through its networks. Crown is not responsible for any content that is of a personal nature. Crown handles personal information in accordance with applicable privacy policies available at the relevant Crown website.