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23 June 2021

Mr Craig Philips
Ms Abigail Gill
The Solicitors Assisting the Royal Commission
Into the Casino Operation Licence
Level 25, 567 Collins Street
Melbourne VIC 3000

Dear Mr Philips and Ms Gill

Royal Commission into the Casino Operator and Licence

We refer to:

- the letter from the Commissioner to the directors of Crown Melbourne Limited (**Crown**) dated 10 March 2021, including a Schedule that requested that Crown identify (among other things) all actual or potential breaches of certain specified laws going back to 1 January 2010 (**RFI-002**);
- our letters dated 24 March 2021, 21 April 2021, 19 May 2021 and 18 June 2021 responding to RFI-002;
- the Notice to Produce with the reference number NTP-061 concerning the response to RFI-002.


We enclose a schedule setting out Crown's fourth tranche response to questions 1 and 2 of RFI-002. The schedule is provided in accordance with a requirement to do so under the *Inquiries Act 2014*, in response to NTP-061.

Crown would be happy to provide any further information about any of the matters set out in this letter or the schedule.

Yours sincerely

pp.


Peter Haig
Partner
Allens


Matthew McCarthy
Managing Associate
Allens


Our Ref MTMM:120999183
MTMM 515036369v1 120999183 23.6.2021

Schedule 1

No	Provision(s) of the legislation / contracts which have or may have been breached or to which the conduct relates	Details of acts or things which constitute breach or potential breach	Steps taken to remedy the breach or potential breach; or steps taken to report the conduct	Date of relevant conduct	Steps taken to ensure that the conduct will not be repeated
1	<i>Gambling Regulation Act 2003 (GRA)</i> , s 3.5.37(2), s 3.5.39	<p>Between 2004 and 2021, Crown adopted a practice by which it would terminate the EGM loyalty component of its Crown Rewards (or its predecessors) loyalty program for any patron who met the following conditions:</p> <ul style="list-style-type: none"> • They had engaged in loyalty (carded) EGM play at Crown within the preceding 355 days; • On signing up to the loyalty program, they had nominated to receive player activity statements (PAS) by collecting them from the casino; and • They had failed to collect their PAS from Crown within the preceding 355 days. <p>Where each of the above conditions was met, Crown would terminate all EGM point earnings and rewards, as well as gaming marketing to that patron, having the effect of preventing the patron from receiving EGM rewards or related incentives until they collected their PAS.</p> <p>As a consequence of this practice, Crown may have breached section 3.5.37(2) of</p>	Having identified this matter, Crown is obtaining legal advice on the issue and is considering the steps required to ensure its systems and processes are fully compliant with the GRA.	Approximately 2004 until 2021	See 'Steps taken to remedy the breach or potential breach.'

Schedule 1

		<p>the GRA. This is because not all patrons who had elected to receive their PAS by having it made available at the casino were notified that that their PAS was available for collection in the manner required by section 3.5.37(2), which requires they be notified of this by fax, post, email or other electronic communication within 7 days of the PAS being prepared.</p> <p>This practice of terminating participation in the EGM loyalty component of Crown Rewards also meant that neither sections 3.5.38 nor 3.5.39 of the GRA were enlivened, meaning that the affected patrons would not have been suspended or removed from the loyalty scheme under section 3.5.38 of the GRA or have received a notice at least once a year under section 3.5.39 of the GRA informing them of their right to cease participating in the EGM loyalty component of Crown Rewards.</p>			
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