

CHINA STATUS - 24 Oct 16

Information Security

1. Email passwords changed for China staff and Jason
2. Internal report distribution reviewed and modified – China staff excluded; needs basis for others
3. China customers with wins/losses > \$2m over last 3 years moved to level 7 in SYCO

Marketing & Events

1. No marketing to mainland China customers
2. No mainland China customers to be invited to events - SRC
3. Mainland China customer enquiries referred to Maxwell Wang
4. No emails being sent to China customers

Credit

1. No credit to be issued to mainland China customers including junkets
2. Debt collection efforts in China discontinued
3. Referral of China debts to debt collectors discontinued
4. No legal action on uncollected debts anywhere - Macau action put on hold
5. Credit enquiries from other casinos for mainland China customers – response “unable to assist”

Funds

1. COD has discontinued cash collections for Crown properties
2. Macau bank account opening on hold
3. China Union Pay discontinued

Staff

1. Overseas staff – briefed by Michael Chen 22 Oct
 - Detained staff seen by lawyers
 - Aware that Crown is doing everything possible to assist
 - Be mindful of social media – we are taking message from China govt very seriously
2. Level 2 team - briefed by Roland 17 Oct
3. Melbourne Service Team – briefed by Jacinta 22 Oct
4. Perth Service Team – briefed by Neil 22 Oct
5. Service team and other staff have been strongly advised to avoid travelling to China, Hong Kong and Macau

Crown Aircraft

1. Flights to China, Hong Kong and Macau discontinued

Customer Service

1. Suspension of red carpet and executive management arrivals and departures for China customers
2. Hosting staff at the airport to avoid wearing name badges off property
3. China sales team member business cards removed from circulation (Mahogany Reception, Welcome Packs etc)
4. Wechat and email with mainland Chinese customers has discontinued