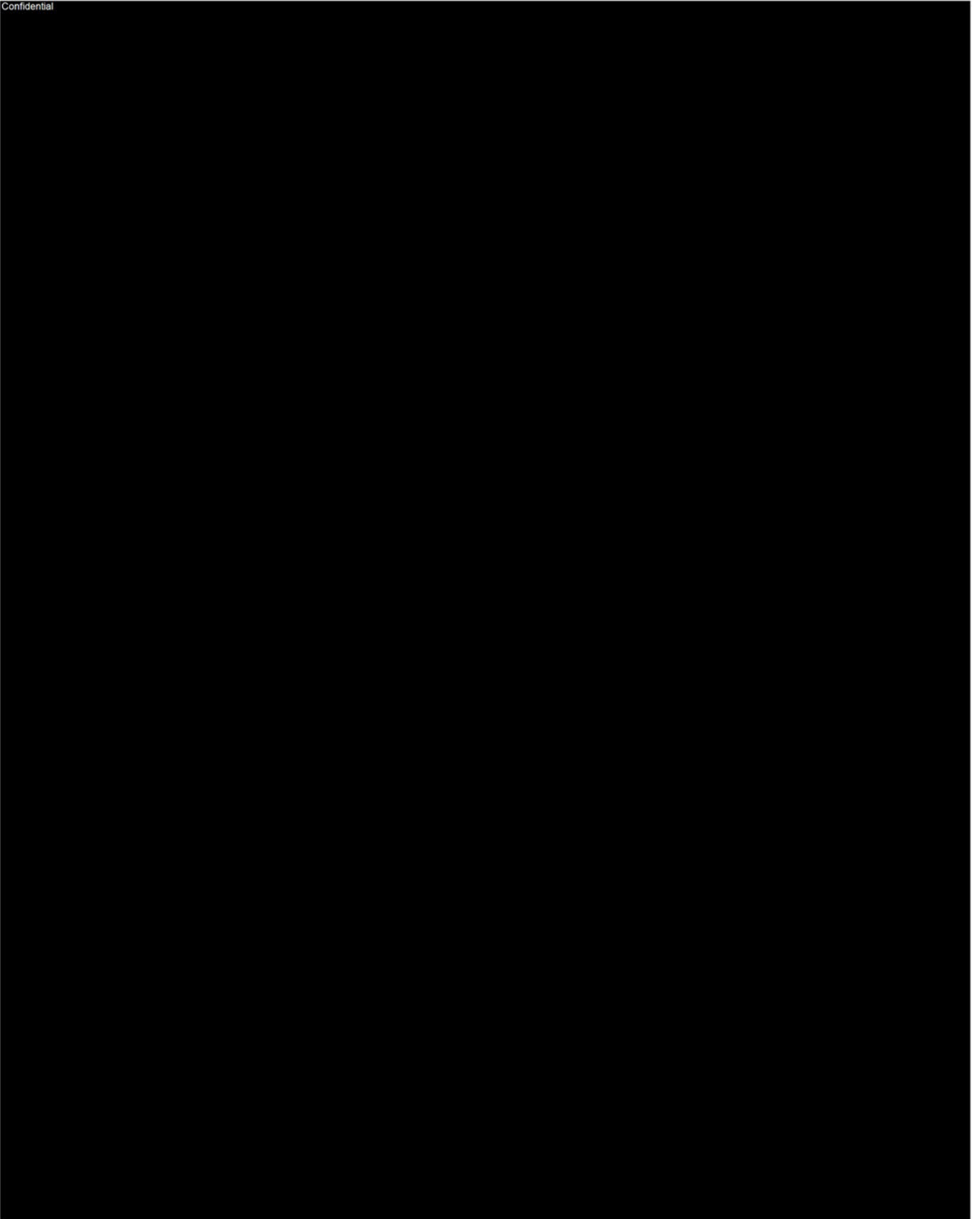


Re: Crown Casino Melbourne - Cancel Licence

Confidential



Confidential

From: Confidential
Sent: Sunday, 9 May 2021 6:11 PM
To: Contact (RCCOL) <contact@rccol.vic.gov.au>
Subject: Crown Casino Melbourne - Cancel Licence

Hello,

I would like to express my concern whether Crown Melbourne should continue to hold a Casino licence.

I have been attending Melbourne Crown Casino, playing on the BlackJack tables for the past 21years.

Firstly, being a regular player, I was not aware Crown Casino had a Responsible Gaming Centre Room. And another point is, that I was not aware that I could Ban myself from the premises (gaming floor).

I was aware of the Gamblers Helpline ph number, only from signs that appear in the toilets. Adverts on Social media. The consultant From Gamblers Helpline was the person who informed me that I could ban myself.

Secondly, the three staff members I met in the Room of the Responsible Gaming Centre, I have never seen their faces before on the gaming floor. Being a regular player and I have a very good memory with faces. I have never seen them before. When at the same time, I recognise the same players, dealers who go on a regular basis and work their.

The other point to mention, if Crown is suppose to be a place of entertainment purposes, they really should have more BlackJack tables of \$10, \$15 without automatic shuffling machines. Rather than Only having \$50 or \$100 BJ tables.

Playing on these expensive tables from the beginning you are chasing your loses. Years ago, they use to have \$15 tables or \$25 table for Blackjack only, and it was a much better experience.

In my 21 years of playing, I have never been approached and asked whether I am gambling within my means. I have many times lost \$1000 or \$2000 in a night, which is substantial amount for a person who earns \$4500per month.

The staff (Dealers/ Boss Pits) will let you continue playing until all your money has gone. What would happen to me, I would go and withdraw more money out, and continue playing and losing more money.

This is irresponsible for Crown Casino, to allow this to happen to a player.

I hope my voice is heard.

Sent from iPhone

Kind regards,

Confidential

A black rectangular redaction box covers the signature area of the email.

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