

Message

From: John Karlovcec [Redacted]
Sent: 2014-10-16 5:56:18 PM
To: Patrick Ennis [Redacted]
Subject: Re: River Rock surveillance reports- "ALERT ISSUE again...."

Just ready to deliver a presentation to our Casino business unit. Will call you once I'm done. It will be about an hour

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Patrick Ennis
Sent: Thursday, October 16, 2014 10:53 AM
To: John Karlovcec
Subject: RE: River Rock surveillance reports- "ALERT ISSUE again...."

They did advise management but there were some little bugs that could be worked out. Not blaming anyone for anything. Just need to define how these things should take place so everybody is happy in the end.

Call me whenever you have a chance I can step away from what I am doing for a few minutes.

From: John Karlovcec [mailto:Redacted]
Sent: Thursday, October 16, 2014 10:46 AM
To: Patrick Ennis
Subject: Re: River Rock surveillance reports- "ALERT ISSUE again...."

Totally agree. We will be setting up guide lines in. Collaboration with the service providers. I'm surprised that the investigators did not notify management ahead of time.

In meetings all day but can call you before our Hard Rock AML presentation this afternoon or after it.

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Patrick Ennis
Sent: Thursday, October 16, 2014 10:40 AM
To: John Karlovcec
Subject: RE: River Rock surveillance reports- "ALERT ISSUE again...."

I will follow up with Arlene this afternoon.

There was also an issue yesterday that I would like to discuss later today (after I meet with Arlene) or tomorrow when you have a minute. The investigators (all 3 of them) went into the Phoenix room yesterday to question a player that had bought in the previous day for \$500k cash and not played. I don't have any issue with them approaching customers to satisfy FINTRAC requirements but the steps behind making a decision to do this and how to approach the guest could be a bit more polished. I would like to establish some guidelines that we follow and work together on that will ensure that the appropriate information is shared between Surveillance and the investigators that enables them to make the correct decisions and implement it in a manner that operations can't be critical of if it is deemed that this type of interaction is necessary.

Can I give you a call at about 3pm today?

Pat

From: John Karlovcec [<mailto:Redacted>]
Sent: Thursday, October 16, 2014 10:04 AM
To: Patrick Ennis
Subject: FW: River Rock surveillance reports- "ALERT ISSUE again...."

Hi Pat,

Hope all is well. Hate bothering you with this again. As per Daryl's email below can I trouble you to look into this for us please?

Thanks,

John

BTW – good job on the News piece you did for Global TV !!

From: Daryl Tottenham
Sent: Thursday, October 16, 2014 7:50 AM
To: John Karlovcec
Subject: River Rock surveillance reports- "ALERT ISSUE again...."

John

Maybe when you have a minute today, could you forward this to Pat at River Rock and have him follow up with the surveillance staff again? This issue is starting to creep back again and considering the recent files at RR that highlight why we have an alert system in place for these files, we need to be able to see the details in every UFT file creation. They had 3 last night and 3 more in the past couple days. It appears to be the same staff members as last time;

I REZEK 2014- 52343
I REZEK 2014- 52341
C CARMICHAEL 2014- 51533
C CARMICHAEL 2014- 51507
A HANHUANG 2014- 52336
A GOMES 2014- 51766

Thanks Daryl

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