

Message

From: John Karlovcec [Redacted]
Sent: 1/8/2015 1:11:34 AM
To: Robert G. Kroeker [Redacted]; Brad Desmarais [Redacted]
Subject: Re: Large Cash Buy-ins

Hi Rob, thanks for bringing this to our attention.

I note that Steve Beeksma conducted a thorough review on this incident [Redacted - FINTRAC]. I agree that that patron based on the fact he only made a single wager should have had \$20 bills returned to him by the cage. I think part of the challenge when it comes to VIP patrons is that certain management types don't want to offend the patron for fear that the patron will go to the competition. I'm not saying this is the case here but it could explain the reason for the cage decision to provide \$100 bills. In the end the investigator certainly could have made this inquiry and documented the response in the incident. I will speak with Kris Gade and Bruno Gatto on this so that this inquiry is made by the investigators should there be similar types of occurrences in the future. We can also have the investigator follow up with the cage even though the horse has left the stable and is probably in Alberta. We can discuss further with Shauna when we meet tomorrow.

John

Sent from my BlackBerry 10 smartphone on the TELUS network.

From: Robert G. Kroeker
Sent: Wednesday, January 7, 2015 4:26 PM
To: Brad Desmarais; John Karlovcec
Subject: Large Cash Buy-ins

Hi Brad & John

Please take a look at this iTrack report and in particular the December 30 circumstances. I am concerned about the cash-out being paid in \$100 when the buy-in was with \$20. I will be following up on my end, but note that a BCLC investigator reviewed the circumstances.

I am interested in your thoughts on this event and whether or not BCLC would expect the investigator to inquire of cage staff and floor mgmt as to why the cash-out was not made with \$20?

Rob

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