

Candice Lantos

From: Robert G. Kroeker **PERSONAL INFORMATION**
Sent: August-19-14 10:27 AM
To: John Karlovcec; Kevin Sweeney; Brad Desmarais
Subject: **PERSONAL INFORMATION** et al' Buy-ins with No Play

Hi Guys

Just want to make sure everyone is in the loop on this. See the notes below.

I believe Pat and Kevin have this in hand. Mike H. was likely not aware we have been tracking this issue and have raised it as a concern. Our latest tracking is below. Of course we only have line of sight into our properties, it would be interesting to know if this issue also arising at other SPs.

Rob

IN #	Patron Name	DOB	Role	Canadian	Date of Incident	Time of day	Dollartotal	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/02/04	12:05AM	\$210.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/02/04	1:00PM	\$200.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/02/04	12:15AM	\$210.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/02/04	3:11PM	\$210.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	N	08/02/04	1:01PM	\$10.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/02/04	10:02AM	\$20.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/12/04	3:01PM	\$20.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/02/04	12:01PM	\$200.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/04/04	1:01PM	\$200.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/12/04	10:02AM	\$210.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/10/04	8:01PM	\$20.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/10/04	7:00AM	\$210.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/02/04	10:15PM	\$20.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/02/04	8:14AM	\$200.000.00	Ch'nt
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	N	08/02/04	8:00PM	\$20.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/12/04	10:02PM	\$20.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/19/04	7:10PM	\$20.000.00	Ch'nt
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	N	08/17/04	10:01PM	\$200.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/20/04	1:05PM	\$200.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/22/04	3:05PM	\$20.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/24/04	1:01PM	\$20.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/24/04	9:21PM	\$20.000.00	
PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	PERSONAL INFORMATION	Y	08/30/04	10:00PM	\$200.000.00	Ch'nt

----- Original message -----

From: Jim Wall
Date: 08-18-2014 15:33 (GMT-08:00)

To: 'Mike Hiller'
Cc: 'Steve Beeksma', 'Stone Lee', 'Jim Husler', 'Bruno Gatto'
Subject: RE: [REDACTED] et al' Buy-ins with No Play

Hi Mike,

I feel compelled to respond to a portion of your email that, frankly, I find to be somewhat disrespectful.

The reason why casino management has not taken "any action to date" is, as you should be aware, we do not have access to any reports regarding these incidents. They are all listed as SFTs/UFTs and Operations does not have access to these files. That said, I have confirmed with Surveillance that all of these incidents were reported to BCLC/GPEB. We have reported these incidents as required.

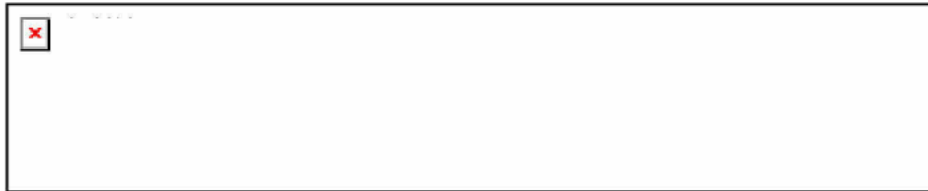
As you note, you have not completed your investigation of these incidents and neither has surveillance. Not sure if you are aware but over the weekend we had multiple incidents that required investigation, including two cheat at plays. As you can imagine, Surveillance had their hands full with these incidents and others and have not yet completed their investigation either (which is still ongoing). That does not mean that RR management/surveillance is not taking action, it means they are doing their due diligence to review these incidents to determine all the facts and gather all information/intelligence that is available and Surveillance has reported as required. It would be ideal if all investigations could be wrapped up quickly and neatly but that is not always possible. There is no rule against buying chips and not playing, however we report this as suspicious (as we did in these cases) and then begin the time consuming process of going back to determine why this suspicious activity might be happening (chip passes, possible illegal activity, etc. and not just moving from upstairs to downstairs, etc). I think RR has done a tremendous job of reporting and investigating incidents, especially considering the volume of play we have here.

I can emphatically say that should this be determined to be illegal activity, RR is in full support of a BCLC barring, as we have been in similar incident sin the past.

Jim Wall | General Manager, Casino Operations

PERSONAL INFORMATION

River Rock Casino Resort - 8811 River Road, Richmond, B.C.



From: Mike Hiller [REDACTED]
Sent: Monday, August 18, 2014 8:53 AM
To: Jim Wall
Cc: Steve Beeksma; Stone Lee; Jim Husler; Bruno Gatto
Subject: [REDACTED] et al' Buy-ins with No Play

Good Morning Jim,

[REDACTED] SID: 161259, [REDACTED] SID: 161263 and [REDACTED] SID: 73465 have all been involved together with major buy-ins with no play. The common factor in the incidents is that they are taking the chips back to hotel rooms on site. The money and chips have been carried back and forth in a back pack. [REDACTED] is the prominent offender and [REDACTED] seems to be his assistant. [REDACTED] was involved in one of the buy-ins, but also seems to be involved in some manner with everything that is happening.

The 4 buy-ins now total \$840,270.00 with no play. The incidents are 2014-39845, 40810, 40923 and 41385. This activity cannot be tolerated and I'm surprised that casino management has not taken any action to date, or at least talked to [REDACTED] I am

inclined to proceed with a 14-day BCLC barring for all 3 of them until I can put all the details together for a more substantial BCLC barring.

I would like you or one of your staff to drop by our office this morning to discuss this matter.

Thank you,
Mike

Mike HILLER

BCLC Casino Security Investigator

2940 Virtual Way, Vancouver, B.C. V5M 0A6

PERSONAL INFORMATION

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