
Incident File Full Report**Incident File #IN20100024262**

		Record Creation Details	
Date/Time Occurred:	21-Jun-2010 10:54	Department:	BCLC Corporate Security
Day of Week Occurred:	Monday	Owner:	mhillier
Date/Time Created:	21-Jun-2010 10:54	Operator ID:	mhillier
Date/Time Closed:	02-Nov-2010 15:21	Operator Name:	
Closed By:	canastasio	Personnel ID:	
		Card Number:	
		Job Position	
		Secondary Operator:	

Location of Incident:

Property: Richmond (BCLC)**Location:****Sublocation:**

Details of Incident:

Daily Log #: DL20100496183**Type:** Criminal Event**Specific:** Loan Sharking**Category:****Incident Status:** Closed**Synopsis:** Investigation Follow-up.**Checklist:**

Narrative:	Created On	Created By	Modified On	Modified By
	21-Jun-2010 10:54	mhillier		
Follow-up Investigation Concerning Loan Sharking Allegations				

Executive Brief:

Supplemental Entries:

SP20100056551 Attached by mhillier on Jun 21, 2010 10:57

Description: 2010-JUN-21 Follow-up investigation.

A meeting was held this date at the BCLC office between the BCLC Security Doug Morrison, Gord Friesen, Stone Lee and myself concerning the email from an Edgewater Casino employee received over the weekend. The email has been placed into this incident (supplemental reports for reference purposes).

Reporting Party:

Supervisor:

SP20100056551 Attached by mhiller on Jun 21, 2010 10:57

SP2010005655

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It was agreed during this meeting that Stone Lee, Duncan Gray and myself would follow-up asap with an interview of the writer of the email and with interviews of any other casino employees who are subsequently identified, that may have information concerning the loan sharking activities described.

Later that afternoon, BCLC investigator, Stone Lee, and I met with the Edgewater GM, Pahl Ahluwalia, in his office to discuss this matter. He was presented with the email attachment to him and the Operations Director, Dan Farrell, on May 20, 2010. He was also advised this email was an attachment to a more detailed email sent over the weekend to the Minister, Rich Coleman, another MLA, a CTV journalist and the BCLC Security Mgr, Doug Morrison. He was asked what action was taken at Edgewater in regards to the original email sent on May 20th.

Pahl Ahluwalia said he did not know what action was taken. He advised that he would check with Dan Farrell to determine what was done and whether a tape review was requested at the time. He emphasized that the email was from an anonymous writer and the details did not mention any specific names. We pointed out that BCLC investigators would have expected at least a tape review to confirm the allegations, especially since the date, time and table location were all mentioned. We also advised that if he and/or other Edgewater Mgt did not believe it appropriate to document this email and follow-up into an iTrak incident report, then they should have at least brought it to the attention of the BCLC Security Mgr, Doug Morrison.

We ended the meeting with agreement to meet again or be in contact later today once he had a chance to follow-up with Dan Farrell. Doug Morrison was advised of the results. Doug Morrison said that a form 86 should be sent once our enquiries with the GM, Pahl Ahluwalia, were completed.

The GM, Pahl Ahluwalia, called me later that evening to advise that he checked with Dan Farrell and determined the matter concerning the allegations on May 18, 2010 was handled internally and therefore an iTrak report was not completed. He advised that their internal investigation determined the allegations did not take place as reported in the anonymous email. I asked whether the video footage was saved for the incident. He did not believe that it was saved, but he agreed to check and call back. He called back later and advised that the video footage had been saved and therefore it was available for viewing by BCLC investigators. We arranged to meet in the morning at 10:00 a.m. to view the video footage and discuss the results of their internal investigation further. I advised Stone Lee of the developments. He advised that he also received a phone call from the GM.

Mike HILLER
BCLC Casino Security Investigator

SP20100056557 Attached by mhiller on Jun 21, 2010 11:31

Description: 201-JUN-21 See email below concerning alleged "wilful blindness" of casino VIP Hosts & Mgt, and loan sharking:

From: Stone Lee
Sent: June 21, 2010 11:13 AM
To: Stone Lee
Subject: FW: Edgewater Casino : VIP hosts and Loan Sharking

Reporting Party:

Supervisor:

SP20100056557 Attached by mhiller on Jun 21, 2010 11:31

SP2010005655
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From: john williams <PERSONAL INFORMATION>

To: Doug Morrison PERSONAL INFORMATION

PERSONAL INFORMATION

PERSONAL INFORMATION

Sent: Sun Jun 20 14:37:22 2010

Subject: Edgewater Casino : VIP hosts and Loan Sharking

{{ We would appreciate a reply from all. We will also be sending this to BCLC and GPEB }}

We write to you concerned about what we are seeing in the casino we work at, namely Edgewater Casino. There are two items that we have witnessed -and continue to witness- and it seems the Edgewater management and in fact the whole gaming industry, which includes the authorities that govern them -namely GPEB and BCLC, are sweeping under the rug. It is a 'see no evil, hear no evil' mentality. The two items we refer to are VIP 'hosts' and 'loan sharking'. These two are interlinked and we will do our best to tie them, however each can be looked at and examined separately.

A year ago or so there was a job posting at Edgewater for a VIP host. Basically the host was to attract high limit players to play in the VIP room. This was a salaried, non-gratuity earning, non-union, position. The position was filled by Vinny (last name unknown). Since then, the position has grown to three people.

We -dealers and dealer supervisors- have observed these people over these many months and are shocked at what we have seen! We see these 'hosts' cater to the high limit players -which is their job- but we have also seen these hosts receive tips in the form of cash and chips. When it was first observed, some of the staff went to management and informed them at what was taking place. These hosts were given a talk and life went on, with a little bitter taste left on the staffs' mouths. However they were observed again and again breaking rules by accepting tips and nothing seems to be done; except that it is more covert now. A letter was prepared by some of us who were concerned -please see attached. No reply was received. Again, the Edgewater management swept it under the rug, and they are very good at it since they have done it so many times.

To add credence to what we are saying, please see the attached letter and the following event. Some time last spring, Edgewater threw a party for Vinny's birthday. All the VIP's were invited and they all came bearing gifts! The gifts included not just normal gifts that you and I might give to someone on their birthday, but also 'red envelopes'! It is a Chinese custom to give 'red envelopes' as gifts. These 'red envelopes' contain cash! And being VIP players, the cash in these envelopes was substantial (information received from an anonymous source). Now this party did not take place in some restaurant or hall, but it took place right inside the casino in the 'Stadium Club' room! Money was being handed to Vinny, in front of everyone (management included), on the casino floor, at a party thrown and catered by the casino, which included free alcohol especially 'grey goose' vodka.

As we have mentioned the position of 'host' is a non-gratuity earning position and for these people to accept tips is a major infraction of gaming policy. A question begs to be asked, when these hosts receive tips how do they cash the chips in? Gaming floor personnel are not allowed to take chips to the cashier! The chips (tips) are dropped in the tip box and go into the pool for dealers and dealer

Reporting Party:

Supervisor:

Printed: 2/27/2018 12:43

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SP20100056557 Attached by mhiller on Jun 21, 2010 11:31

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supervisors.

The second item we wish to inform you about is 'loan sharking'. And 'loan sharking' is wide spread at the Edgewater Casino and, it stands to reason, at other casinos too. 'Loan sharks' are easily identified by the staff, we all know them -most of them by name. They make no secret of who they are. Management also knows who they are and what they are doing but do nothing about it! And they do nothing about it because they hide under the umbrella that says 'if you don't see it, then we can't do anything about it.' The truth is that the casinos want these loan sharks in their facilities because they provide easy, accessible cash to patrons. Furthermore, even if management doesn't see cash being exchanged between players, they hear about it. Chinese -Mandarin and Cantonese- are the prevalent languages and I have heard loan sharks come into the room and approach players asking for their payments. Just a few days ago, one of the loan sharks told one of his clients that if he couldn't pay the principal, then at least pay the interest! Now if I hear this, doesn't management also hear this; most of the upper management is Chinese speaking. Also, there is a group under management called 'Dealer Supervisor II'. They do virtually the same job as regular, unionized Dealer Supervisors, and they are also assigned to the VIP room and they see and hear the same things as we do.

The loan sharks come into the VIP room and just linger around. They are very friendly with the hosts in fact, they sit down and have coffee with them and converse at length. The managers also come over and shake their hands and exchange pleasantries. Some of the loan sharks do play but their play is small compared to the regular players. The loan sharks definitely get the same attention as the high limit players even though they hardly play and their play is small! Now why is that? They sit at the table so that they are accessible, they hear the conversations, and are ready to do their business. On a regular basis, we see them go into the players' jacket pockets and deposit high value chips. The player may have gone broke and magically now has a \$1000 chip in his jacket pocket. Don't the cameras see this? We see this day in and day out. The loan sharks have taken over the joint. You have to be blind not to see the goings-on! The hosts know very well what is going on -they are being paid off by the loan sharks. This is a fact! The hosts are completely involved in all this. They are paid by the casino to increase their business, ie. increase the drop, and they are given a piece of the pie by the loan sharks for increasing their business.

As an aside we would like to add that the hosts -who all speak Mandarin and Cantonese- converse in these languages with the dealer supervisors in the VIP room who also speak these languages. This also includes management! The rest of us, who don't speak these languages, are kept out of the loop. On several occasions instructions were given in a foreign language to staff, while the rest of us were left scratching our heads as to what was said. Anytime they do not want us to understand, they will change the language, adding further suspicion to what is going on in the room.

From the above and the letter attached, you will see that we are alleging that VIP hosts are in cahoots with the loan sharks. Also, on many occasions they have gone for dinner and drinks with them. We have also documented the time and place of a certain party that took place outside the casino for the VIP's where many of the loan sharks were present and other players saw money being given to these 'hosts'!

On more than one occasion, we have seen a big limit player losing a large amount of money. They step aside to talk to one of the hosts, the host then gets on the phone, and a few minutes later a loan

Reporting Party:

Supervisor:

SP20100056557 Attached by mhiller on Jun 21, 2010 11:31

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shark steps into the room and sits besides the player. They converse and get up together, step into the washroom or go outside the casino, and are observed coming back together a little later. The player once they return now has 'large value' chips with him!

The hosts are jeopardizing the casinos by breaking rules left, right, and center. They are closely tied to the loan sharks, getting pieced off by the action they generate for them. The casinos -Edgewater here- is turning a blind eye and it seems they have given these hosts a carte-blanche.

Our questions to you are : the casino monitors the dealers and the supervisors quite closely, but who monitors these 'hosts'? And when they are observed to be doing something untoward, as they have been, what is being done? What is being done about loan sharking in the casinos? About the cozy relationship between the VIP 'hosts' and the loan sharks?

For your information there are two GPEB officials that are assigned in the casino but it seems their main function has been to track 'money laundering'. From conversations with them, they have admitted that there are loan sharks in the casinos and they even know who they are but their hands are tied. They assert that as long as the loan sharks are not observed doing their business, they cannot do anything about it. We find this to be complete bull. Most illegal activities occur out of sight, they don't happen in front of your eyes. The police have tactics and strategies to catch bad guys. Why is there nothing being done about the illegal activities happening in the casinos? Probably because it would be bad for business!!

Many of us that observe incidents such as above (and others not mentioned here) cannot go to management as we are afraid that we will be targeted in some way or another. As mentioned above, in the past, we have had some concerns and did go to management but nothing came of it, in fact, on many occasions no reply of any kind to our observations and concerns. It would be helpful, if GPEB or some outside policing authority would have an anonymous 24-hour tip line. We have seen many things that would warrant serious investigations.

CONCERNED STAFF

INITIAL LETTER SENT TO EDGEWATER UPPER MANAGEMENT

To: **PERSONAL INFORMATION**

Sent: Thursday, May 20, 2010 10:19 AM

Subject: VIP hosts

To Paul Ahluwalia,

It is with great urgency and at the request of my colleagues at the casino that I am writing to you.

Reporting Party:

Supervisor:

SP20100056557 Attached by mhiller on Jun 21, 2010 11:31

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The last several months many of the staff have been observing the VIP hosts – Vinnie and Cecilia – and the interactions between them and the VIP players. It is a very cozy relationship to say the least. The hosts have taken them to dinner, partied with them, catered to their whims, and several other things which may come out later.

A certain incident occurred on Tuesday May 18th, 2010 around 4:15pm that has prompted us to write to you. The incident occurred in Pit 16, MB 9. A VIP player –the DS's call him 'eyebrows' due to his prominent brows- tried to give Cecilia a \$100 chip as a tip. When Cecilia noticed that the dealer and DS were watching, she spoke in Mandarin to the player and the lady sitting beside him. The lady then took the \$100 chip and Cecilia and her walked out of the room. They walked out arm in arm and a certain exchange took place in a covert manner. Thereafter both of them came back into the room. Mmmm..

Now check this out; this is how the universe works its magic:

--At the time that Cecilia and the lady with the \$100 chip walked out, one of the staff that was in Pit 19,20 observed the two walk out and saw something secretively being passed between them.

--At about 3-3:30pm, 'eyebrows' was observed leaving the casino with a known loan shark by a staff on Pit 5,6. Several minutes later, both were seen entering the casino.

As you know word travels fast in the casino when incidents happen. The Pit 16 incident went around. The staff on Pit 19,20 hears about it and starts thinking about what they observed. The staff on Pit 5,6 hears about it and starts thinking about what they observed. And from all this, a certain story begins to emerge. Would you like to hear it?

'Eyebrows' was losing big in the VIP room, he tells Cecilia he needs money, Cecilia calls the loan shark, 'eyebrows' meets loan shark, 'eyebrows' comes back and starts playing, he wins back his money, as a token of his appreciation he gives Cecilia a \$100 tip!!

Coincidentally, as stated above 'eyebrows' was seen leaving with the loan shark. What is interesting is that 'eyebrows' and the loan shark met at the entrance of the casino as 'eyebrows' was leaving and the loan shark was entering. So 'eyebrows' knew the loan shark was coming. So did he get a phone call or did Cecilia? This should be easy to check. I am assuming that Cecilia's cell phone is company property.

From what I can gather, these hosts are not allowed to receive tips, it is a non-gratuity earning position. But you and I know that is not true. If I was doing their job, I would do my utmost to get money under the table. And management knows this to be the case, deny it all you want. We have observed that tips in the VIP room have decreased since these hosts have come on board. Rumor is that they have told the players to give less to the dealers and give it to them instead. They have also arranged a deal between them and the guest services.

Both Jeanine in HR and Nuno, manager, have been informed about the hosts receiving tips; and both were not interested in hearing this and brushed it aside.

Reporting Party:

Supervisor:

SP20100056557 Attached by mhiller on Jun 21, 2010 11:31

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These hosts are endangering our casino. They are breaking rules left, right, and center and frankly they have to go. We the staff have also documented other incidents along with dates and times. We leave this with you. We would like a response as we do not want to take further action.

Concerned staff

SP20100056610 Attached by stolee on Jun 21, 2010 13:41

Description: June/21/2010 Writer attempted to identify the author of the email "John WILLIAMS" through the iTrak and met with no result.

Stone LEE
BCLC Investigator

SP20100056870 Attached by stolee on Jun 22, 2010 11:09

Description: June/22/2010 at 10:10 hrs writer along with Investigator Mike HILLER attended Edgewater casino, met with GM Paul AHLUWALIA and Director of operations Dan FARRELL regards to the VIP hosts and the alleged Loan Sharks incident.

GM AHLUWALIA stated that the allegation regards to the email sent on May/20/2010 by unknown sender was investigated internally by surveillance director Farzad AMEDI and manager Ros SMITH. A review of the alleged incident of VIP Cecilia NG receiving a \$100 chip from an unidentified female was done and the alleged incident was unfounded. The surveillance footage was saved under internal investigations.

Writer inquired whether anyone bought this incident to the attention of Shift manager Nuno MENDES and HR Jeanine WAITE. AHLUWALIA stated that a Union Representative, Brian MIDDLETON, approached manager MENDES regarding the fact that VIP hosts had been receiving tips from the players, but nothing regarding to loan sharks. AHLUWALIA advised that Edgewater has kept a written internal report concerning this incident. HILLER advised that we would not be reviewing their internal file at this time, but GPEB investigators will likely want to see it.

At this time the writer and HILLER informed AHLUWALIA that a 86 report will be submitted by BCLC regards to this incident.

Writer along with investigator HILLER met with director of surveillance Farzad AMEDI attended surveillance and reviewed the footage.

Surveillance footage showed on the gaming date of May/18/2010 at 16:20 hrs an unidentified Asian male with prominent eyebrow (refer by the author of the email as "eyebrows" possible SID #66340) was seen playing on MB9 spot#3 and an unidentified Asian female was standing behind spot#3. At 1620:30 hrs the unidentified female waved at VIP host Cecilia NG who was inside pit 16 at the time, the unidentified female was seen having what appears to be gaming chips in her hand, met with NG and walked out of the VIP room.

Surveillance footage from outside of the VIP room reviewed, and footage shows the NG and the unidentified female exited from the VIP room for less than 5 seconds and turns around and heading back inside the VIP room, during this time writer did not observe any exchange between the two party.

Writer inquired if any footage was reviewed as to "eyebrows" leaving the casino with a known loan

Reporting Party:**Supervisor:**

SP20100056870 Attached by stolee on Jun 22, 2010 11:09

SP2010005687

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shark earlier during the time mentioned on the email (3-3:30 pm) AMEDI stated yes, but did not see "eyebrows" leaving with anyone, therefore footage was not saved.

It is noted that during the review of time that NG and the unidentified female walked out of the VIP room, two D/S identified as Nada STARCEVIC-VITOMIROVIC and Eugene OLORESISIMO appears to be watching NG and the female patron while standing in pit 16.

On June/22/2010 form 86 was submitted to GPEB.

Stone LEE
BCLC Investigator

* Update: On June/23/2010 writer received a call from GPEB Investigator Dave WILLIS regarding this incident. WILLIS informed the writer that he will take over this investigation. Writer will assist GPEB investigator if needed.
BCLC Gord FRIESEN advised.

Stone LEE
BCLC Investigator

Reporting Party:

Supervisor:
