Customer 8y CSS Web (\$41(1)) (03/12/2016 05.39 PM) My Name is \$41(1) and I live down in south Canberra in \$41(1) and my local clubs are the Vikings about 4 weeks ago I was playing at Erindale Vikings club and It was on superbucks Machine players choice console of memory and I had won the link jackpot above for I am sure \$563.00 ish and the machine done its normal ring like a feature and continued to do the normal and went into a P-5 lock down and that's where it gets interesting as this was roughly \$41( in the morning and id spent guit a bit in the area of about \$2000 that night and I had to find an attendant and he approached the machine s43(1) so I ask for him to please get somebody that did as it was nice to finally have got some moneys back he got his manager and then he was having troubles with something as he was not clear he said they had to do something with the system from behind the bar or office to reset it as this was all happening I the proceeded to get the jackpot on the golden samari machine beside the superbucks in question and it done the same thing as the superbucks and the same thing as ever other machine has done when I had won the links so I told the staff working on the first issue so that they were aware and I was told all good have it done shortly and then they had to make clear passage of site between the staff from the bar to the machine and in coordination they rest the whole row of machines including the second one I had just won the jack[pot and had also gone into P-5 and was then told I must of jammeb the machines using the white tickets that can be validated for money or credit ? I understand what they are trying to say but that error is a P-1 and locks out straight away without play as the ticket jams in the note reader and stacker unit now I explained to all supervisors and higher I believe that I had hid atleast 5/6 maybe presses of the machine before it rang once again 1 explained it rang like a teature not an alarm like when the door opens, and I did confirm the following morning with supervisors form two other viking clubs to confirm the fault codes of a pi-5 can be anything but the jackpot and both replied no and when I explained to them about the operation in resetting they where both very confused in the procedure mentioned I was then approached and a gentleman introduced himself as the human resource manager at Erindale and then quite embarrassingly Additional Incident Details (if available) Status: Resolved Category: Gaming Machines Type of Correspondence:Complaint Street: Suburb: Postal Code:

### **Contact Information**

First Name<mark>s4</mark> Last Name<mark>s41(1)</mark> Email <u>Address</u>s41(1)

Phone Number:

Note By (Gambling & Racing) (12/12/2016 04.33 PM)

From: s41(1)

Sent: Thursday, 8 December 2016 2:29 PM

To: Nasr, Nancy

Subject: In paid jackpots vikings

Importance: Low

Hi Nancy

Once again sorry for the delays as I have had nothing but troubles with my home pc.

Α

As requested yesterday on the phone back in late October I was at the Erindale Vikings club playing the poker machine I had been there for a while and spent in the area of \$2000 dollars and at about roughly 3/330am I was playing a players choice super buck \$1 machine when I started I used 1 of the white redeemable tickets you receive from when you push the collect button to get your money out you then can re-use these in machine for validations or you can cash them in either at a designated pay station or pay cashiers counter at the bar so I used my ticket and begin to play the ticket validated fine and the credits appeared on the screen so I begin to plat I think I had roughly 5 maybe 6 or so hits and then the machine rang like the feature ring you get when you win the free spins on all poker machines and it the continued to go into its standard suspended P-5 and depending on the age of the software I believe that the older ones have to be keyed off to make the jackpot fall from the top box in to the poker machine for the players descretion for what they would like to do withit, I then got the attention of a staff member and asked for assistance and \$43(1)

to drop the money so he went and got the old pay book for a manual hand written win and he was unsure if when he keyed it off he would lose the jackpot so he wrote it down before he was going to touch it just in case he said he might write it down incase he lost it I said please dont touch it and go and get someone who knows what they are doing as I would really like to collect this and go home as they have been a bit hungry tonight meaning the machines there was a blue collard manager (sorry don't no his name \$\frac{541(1)}{241(1)}\$ he first seen with no doubt that it was the jackpot as it was a p-5 but after a few minuets had past I could see something was not going right. He then told me somethings not right he has to go behind the bar to check am few things so while this was all happening I decided to play the golden samuri\$1 machines beside I did the same process I used my last white ticket the machine excepted and I played for a number of plays and the It rang like a feature spin and continued to go Into suspended play P-S i had one that jackpot the staff was still working on the first machine (MY JACKPOT) but where still over at the main bar I walked around and told

the staff that I had just won the one next door they had a small polite laugh and said leave it with us will get themboth sorted shortly then I seen something iv never seen before was the manager stood down on the filor to keep line of sight between the machine and the staff member behind the bar and then \$43(1) continued to tell me that I won nothing and I lammed the machine because I used the ticket and not money I then said that shouldn't make any difference I left the next morning I went to my local Lanyon Vikings club and then straight after the hyperdome Vikings club and I spoke with both head managers on the floor and asked before I said anything I ask what a P-5 was they both replied jackpot wins I then asked could they be any other faults and they both replied no only jackpot wins they asked why I told then and they were very shocked in the manner of which it was conducted staff about to do things they are obviously not trained to do and then they had no comments and could not explain what they would of been \$43(1) so I am not confident that this was done to the appropriate procedures and with the power getting shut down whilst the money had not been keyed off that is why maybe they are not seeing anything and if that's not case are the faulty machines or faulty link because a P-1 fault is a ticket jam and they jam straight away as the note reader has problems and it slides it in and out over and over and then it locks and you have call attendant but the alarm is like when the door opens not a free spin alarm I now the difference but this is the only thing they keep telling me is how it happened like it was fault they told me they checked the cameras how could they you can see me actually playing 5/6 times before I get excited of the win so it dose not make any sense to me because it dose not work the way they are saying it went down I was then approached \$41(1) who had ranga few days prior just to tell me he was sorry but I was wrong so he then because I had mentioned that I was going to get in touch with you he meet me on the gaming floor and in front of other paitrions he introduced him self and hi do you have a gambling [problem he then replied he had to legally ask me? I believe he was coving his butt because practices where not done correctly I even then after being emmbarred infront of people I told him I was happy to let bygones be bygones and he left heading to the front foyer he was unaware that I was following him to look for my phone I had left it in my car and that when they wher rather loudly once again the \$41(1) looked to to the s4 and laughed and said he thinks you keyed of both his jackpots and replied laughing I know I then made my presnts shown and they turned and then made me feel in more stupid when they both said we wernt talking about you I repyied really your going to rip me off and embaerres me anfd now call me stupid I then got cranky and withdrew my money from the machine I was playing with my mate is a witness to most of these proceddings and left never to return to that particular club whiuch is a big shame as I have lived in tuggemong since 1981 i believe that makes me a local Please do not hesitate to call me for further information if so required Sent from Mail for Windows 10

### Response 9

Response By Email (Gambling & Racing) (16/12/2016 01.21 PM)

### Dears41(1)

I am writing to you with regard to your complaint received on 3 December 2016 and our subsequent phone conversation concerning an unpaid Jackpot in Erindale Vikings on 29 October 2016.

Access Canberra (AC), incorporating the ACT Gambling and Racing Commission (the Commission), is responsible for regulating and administering a range of legislation including the *Gaming Machine Act* 2004 and the *Gaming Machine Regulation* 2004

As a result of your complaint AC conducted an investigation in respect of the matters raised in your claim. The investigation included a visit to the Erindale Vikings Club (the Club) to obtain further information and examine the gaming machines in question (Player's Choice Ultimate, the Golden Samural and Wild Tooth). Additionally, AC contacted the manufacturer of the gaming machines (and the Club's gaming machine management system) in order to obtain technical advice in relation to the operation of the machines.

It should be noted that the gaming machines in question are not part of a linked jackpot arrangement but each operate with an internal standalone progressive jackpot which may be triggered at random or when a specified combination occurs.

A review of all available information (including the audit trails of each gaming machine) has found that no jackpot was triggered on any of the gaming machines in question during the period you indicated. Further the manufacturer of the gaming machines has advised that a power outage would not void any downloaded winnings even if the winnings had not yet been "keyed off" as the information would be stored in the machines memory.

The audit trails of two of the gaming machines also indicated that there had been an error triggered due to a ticket input fault. This may have triggered the gaming machines to lock up and issue the alarm tone which you mentioned in your claim.

AC is satisfied that the Club dld not contravene the requirements of the legislation and now considers that the matter is finalised.

Thank you for bringing this matter to our attention. If you need to report any customer service issues in relation to the incident I suggest that you contact the Club management directly.

Regards

Nancy Nasr | Inspector | Business Engagement, Education & Compliance

Access Canberra | ACT Government

Phone: 02 6207 7129

GPO Box 158, Canberra, ACT, 2601 | www.actgov.au/accesscbr

Customer By CSS Web (XXX XXX) (13/01/2017 10 30 AM)	
s43(1), s41(1)	
Additional Incident Details (if available)  Status:Resolved	
Category: S43(1)  Type of Correspondence:Complaint	
Street: Suburb: Postal Code:	
Contact Information	*
First Name:XXX Last Name:XXX Email Address Phone Number:	
	-

# Response 10

tota by (Gambing	& Racing) (13/01/2017	Warra Fility	
s43(1)			
Janelle			
Response By Email	(Gambling & Racing)	13/01/2017 01.39 PM)	
Dear Sir/Madam,			
s43(1)			
s43(1)			
Thank you for brit	ging this matter to the	attention of Access Ca	nberra.
Regards,			
Janelle Grattidge			
Manager	ent, Education and Co		

Customer By Phone (Gambling & Racing) (09/03/2017 01.51 PM)

(See Attachment - Patron Complaint Form)

Reviewing the overpay for the patrons hand while he was playing on  $\frac{$43}{}$ . The patron had a hand of 16, while the dealer had 19.  $\frac{$41}{}$  bet was paid.

# Additional Incident Details (if available)

Status:Resolved
Category:Casino
Type of Correspondence:Complaint

Street:

Suburb:

Postal Code:

### **Contact Information**

First Names41 Last Names41

Email Address s41

Phone Number:





# CASINO PATRON COMPLAINT FORM (PCF NOS41)

To: Manager, Compliance and Investigations
ACT Gombling and Racing Commission
PO Box 214

CIVIC SQUARE ACT 2608

Or via email: complianceandinvestigations@act.gov.au

Complainant's Detailst	
Name:s41(1)	
Address:	
Email:	2 3
Telephon	s41(1)
Date of Incident: S4 3 / 1.7  Location of Incident (table, etc): S41(1)	Time of incident:
Details of Incident: Please Rown Londons on \$41(1) Toming to own hand \$41(1) bet was pard.	of being over paid
on \$41(1) Powis It own hand	of 16 egant & Dealer 19
s41(1) bet was pard.	
,	
Complainant's Signature:	Date; \$4   3   17

### Response 11

Response By Email (Gambling & Racing) (10/03/2017 08.38 AM)

Good mornings41(1)

I refer to the Casino Patron Complaint Form \$41() you lodged with the ACT Gambling and Racing Commission (the Commission) which requested a review of footage of your play of at Casino Canberra (the casino) or March 2017.

As you may be aware the Commission, working as part of Access Canberra is responsible for administering the Casino Control Act 2006 (the Act) within the ACT.

The Commission has now completed its review of the footage which shows the following:



Therefore, the Commission has confirmed that you were incorrectly paid by the casino for a losing hand. It is considered appropriate that you repay the casino \$410 being the initial losing wager and the amount incorrectly paid to you for the losing hand.

Please be advised that the casino has been informed of the above findings.

If you have any further questions please don't hesitate to contact me on 6207 0195 or via email at <a href="mailto:callan,mcphan@act.gov.au">callan,mcphan@act.gov.au</a>.

Kind regards,

Callan McPhan | Inspector/Investigator | Community Business Transport Regulation Access Canberra | ACT Government

02 6207 0195 | callan\_mcphan@act.gov.au GPO Box 158 Canberra ACT 2601 | www.act.gov.au/accesscbr



Access Canberra.