



Protecting you, protecting the community

Crown has made some changes to the way we provide our services and would like to provide an update to you.

As a valued Member, it's important to recognise that Crown, like a financial institution, works with Australian Transaction Reports and Analysis Centre (AUSTRAC) under the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 to detect, disrupt and deter money laundering in our financial systems.

Crown does this by reporting certain threshold transactions to AUSTRAC and performing customer due diligence to verify the legitimacy of funds used for gaming.

These responsible practices aim to mitigate the risk of individuals using illicit funds at Crown. Illicit funds can enable serious crimes such as terrorism, slavery, drug trafficking, child exploitation, fraud and corruption in our community.

Our Members can play an important role to help us protect the community by being aware of these processes and declaring certain information to Crown when requested.

Additional information required for Crown Rewards tier progression

As part of Crown Rewards tier progression review processes, Members may be requested to provide additional identification and personal information as they progress through the Crown Rewards tiers.

Customer Information Form

Members will on occasion be requested to complete a Customer Information Form. They will be required to update their personal information such as details of their passport, driver's licence, occupation, employer and business information. This information will ensure Crown maintains up to date customer details and forms part of Crown's continuous review of whether members should continue to access Crown Sydney's VIP Casino.

Members who do not provide the information requested will no longer be able to access Crown Sydney's VIP Casino as a Member or guest.

Privacy

At Crown, we understand that privacy is important to our valued Members. While we seek to better understand who our Members are, Crown may request additional personal and financial information from time to time to assess whether it should continue to provide Casino or Crown Rewards services to Members. Crown may disclose this information to others outside of Crown that provide services to Crown to better understand our Members. Crown may also disclose this information to government agencies to comply with applicable legislation, regulations or upon their request.

Crown does not disclose or share financial information with marketing or credit agencies. All information collected by Crown is stored securely with strict access controls.

We appreciate your support as we make changes to protect you and our community from financial crime.

Please send us an email at responsiblepractices@crownsydney.com.au if you have any questions.

