



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.

Managing your funds at Crown

The way Crown can accept your funds for gaming purposes has now changed.

Crown can only accept electronic transfers of funds by debit card, telegraphic transfer or by way of a \$5,000 cash limit deposit to your Crown account.

Deposits

Electronic Fund Transfers

Crown will only accept transfers from your personal bank account. When transferring funds electronically from your personal account to your Crown deposit account, we request that you provide your full name and Crown Rewards membership number in the transaction narrative. Crown will require you to provide evidence, such as a bank statement or document from your financial institution, to prove your ownership of the bank account. If we are unable to verify your personal account details, we will be unable to accept the deposit.

Crown will not accept fund transfers from third parties such as a company, business or trust account. These include third party cash deposits, third party cheque deposits and electronic fund transfers and cheques from other international or domestic Casinos.

Cash Deposits

Should There is now a \$5,000 cash limit for a deposit into your deposit account at Crown.

Crown may require you to declare the source of your funds for this cash limit or electronic funds transfer. This declaration form will allow Crown to perform the necessary due diligence. The declaration form requires some personal information, financial information (including your annual income and sources of your wealth) and the source of the funds being deposited into your account. You may be required to provide further documentation to confirm the information you declare. Unless the declaration form is completed, the deposit cannot proceed. Based on information provided in the declaration form, Crown will make a decision whether to accept the funds and proceed with the deposit.

Remittance

When a member makes a request to remit funds electronically from his or her Crown deposit account, Crown will only remit such funds directly to the customer's personal bank account. Please note that there is a cash payout limit of \$5,000. Any amount over \$5,000 can only be paid into your deposit account of by another means of electronic transfer.

Crown will not remit funds to third party bank accounts, including a company, business, or trust account. Crown is unable to remit funds to your account in other Casinos, unless the Casinos are owned and operated by Crown Resorts (Crown Melbourne, Crown Perth and Crown Sydney).

Privacy

At Crown, we understand that privacy is important to our valued Member/s. 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.



Crown PlaySafe

A more enjoyable way to play

Crown PlaySafe Centre 1800 801 098

Help is close at hand

GambleAware 1800 858 858

gambleaware.nsw.gov.au



Ref: ADP310

If you do not wish to receive further communication from Crown, please write to Crown Sydney Gaming Pty Ltd, 1 Barangaroo Avenue, New South Wales 2000, email unsubscribe@crownresorts.com.au or call 1300 8 CROWN.