



Third Party Application for Customer Exclusion

I _____

(Name of Applicant)

Of _____

(Address of Applicant)

(telephone)

(email)

(address)

Request that Crown Sydney Gaming Pty Ltd (**Crown Sydney**) consider excluding

(Name of Customer)

(Address of Customer)

(telephone contact details)

(Date of Birth)

(Relationship to Applicant)

In making this Third Party Application for Customer Exclusion (**Application**) in respect of the Customer named above, I acknowledge and agree to the following:

1. I am making this Application in the best interests of the Customer.
2. I understand that this Third Party Application for Customer Exclusion does not place any obligation, duty or responsibility on any person.
3. Crown Sydney will determine in its sole discretion whether the Customer will be issued with an exclusion order in relation to this Application.
4. I release and indemnify Crown Sydney against any claim, liability, loss, damages, costs, fines, penalties, causes of action and expenses including legal costs that Crown Sydney may incur because of this Application.
5. I consent to Crown Sydney collecting, recording, storing, using and disclosing my personal and sensitive information in accordance with the Privacy Collection Statement.

Privacy Collection Statement

Crown 'uses' (by collecting, recording, storing, using and disclosing) your personal information and sensitive information to manage and process your application for third party customer exclusion and to communicate with you. Crown uses facial recognition technology at its premises to identify, exclude or remove individuals who may lawfully be denied access to its premises, and for other purposes relating to gaming integrity and compliance, safety and security and preventing illegal or undesirable activities. Crown collects from and discloses

your personal information and sensitive information to third parties including: Crown's associated entities; Liquor and Gaming NSW and/or the NSW Independent Casino Commission, the Victorian Gambling and Casino Control Commission and the Gaming and Wagering Commission of Western Australia; any third parties that provide services to Crown relating to your exclusion; and overseas recipients. If you do not agree to the 'use' of this information, Crown will be unable to manage your exclusion. Please refer to Crown's respective privacy policies for full details. Crown's privacy policies are available at each property's website and contain information about how you may access or correct your personal information and/or complain about a privacy breach and how Crown will deal with such a complaint. Crown Melbourne Limited, +613 9292 8888, Burswood Nominees Limited trading as Crown Perth +61 8 9362 7777, Crown Sydney Gaming Pty Ltd +61 2 8871 6666. A reference to Crown includes Crown Sydney Gaming Pty Ltd, Crown Melbourne Limited and Burswood Nominees Limited.

6. Crown Sydney will contact me in relation to this application via telephone, and also in writing, which will need to be mailed or emailed. My preferred mail delivery method is:

email mail

Signature of Applicant

Name of Applicant

Date:

Instructions:

1. Please answer the questions on the pages that follow, and attach additional pages as necessary. Applying for a Third Party Exclusion is a serious undertaking. Please provide as much detail and factual information in relation to your application as possible.
2. Complete the Statutory Declaration attached. The Statutory Declaration must attach a copy of your completed Application and be completed to indicate that *"the contents of the Third Party Application for Customer Exclusion attached to this Statutory Declaration are true and correct"*), signed by you and witnessed by an authorised witness. A list of authorised witnesses is attached.

Please note when the term 'the Customer' is used throughout this document it refers to the individual you are requesting to have excluded from the Casino.

1. Is the Customer aware that you are seeking to have them excluded from the Casino?

Yes No

2. Do you consent to Crown Sydney advising the Customer that you have contacted us?

Yes No

3. In seeking to raise these concerns with the Customer, are we able to discuss with them the information that you have provided to us?

Yes No

4. Are you concerned about how the Customer may react if they learn about your application?

Yes No

If yes, please describe your concerns:

5. Are you concerned about **your** safety in regards to the Customer's current behaviour (for example, has their gambling caused changes in their behaviour, such as irritability, aggression etc.)?

Yes No

If yes, please describe your concerns:

Are you concerned about **the Customer's** safety and/or welfare in regards to their current behaviour (for example, has their gambling caused depression, stress or anxiety, do they owe people money they cannot repay etc.)?

Yes No

If yes, please describe your concerns:

6. Does the Customer believe that he/she has problematic gambling behaviours?

Yes No Unsure

Please describe what you believe to be the customer's view of their own gambling:

7. Has the Customer ever been excluded (either voluntarily or involuntarily) from Crown Sydney or any other Casino that you are aware of?

Yes No Unsure

If yes, please provide details of the exclusion that you are aware of, including which Casino, the period of the exclusion and the reasons for the exclusion:

8. Please provide some history and background information regarding the Customer's gambling (for example, when you believe their gambling problems began, what may have caused them to have problems with their gambling, how often do they gamble etc.):

9. How does the Customer's gambling affect you, your family or those close to you (consider financially, emotionally, socially, physically, medically)?

10. Do you believe the Customer's gambling is negatively impacting their life (again consider financially, emotionally, socially, physically, and medically)?

Yes No

If yes, please describe:

11. Is the Customer's gambling negatively impacting any other individuals (for example, children, friends, their employer, etc.)?

Yes No

If yes, please describe who it is impacting and how:

12. Has **the Customer** taken any steps that you are aware of to deal with their gambling behaviours in the past (for example, attempting to stop or reduce gambling, placing financial limits on credit cards, etc.)?

Yes No Unsure

Please provide details:

13. Have **you** taken any steps to reduce the negative effects of the Customer's gambling (for example, reducing their access to funds, etc.)?

Yes No

If yes, please describe:

14. Have you or the Customer sought or received any counselling or financial support in relation to gambling?

Yes No Unsure

If yes, please provide details (for example, number of sessions, any positive impacts of counselling):

15. How does the Customer afford his/her gambling? Please provide details such as employment, pensions, money borrowed to fund gambling, assets sold to fund gambling, etc.:

16. Are there other issues that the Customer is dealing with that may be affecting their gambling behaviour (for example, grief, loss of job, separation etc.)?

Yes No

If yes, please describe:

17. Please provide any further information you believe may be useful for Crown Sydney to assess the extent to which the Customer's gambling is a problem:

19. The following information can assist us in monitoring the Customer's gambling, so please provide as much information as you can:

a) What days does the Customer frequent the casino? _____

b) What times does the Customer frequent the casino? _____

c) What games does the Customer play? _____

d) Where in the casino does the Customer normally play? _____

e) Does customer have a Crown Loyalty Program/Membership card? _____

**** Please also attach a recent photo of the Customer to this application. This will assist confirmation of the customer's identity.**

Checklist:

- Completed Application Form
- Photo of Customer
- Photo ID (Applicant)
- Completed and witnessed
- Statutory Declaration
- Other documentation

Important Note – Crown Sydney should only be provided with documents you are legally entitled to access and that have not been obtained surreptitiously.

Statutory Declaration
OATHS ACT 1900, NSW, NINTH SCHEDULE

I, , of
[name of declarant] *[residence]*

do hereby solemnly declare and affirm that
.....
.....
.....
.....
.....
.....
.....

[the facts to be stated according to the declarant's knowledge, belief, or information, severally]

And I make this solemn declaration, as to the matter (or matters) aforesaid, according to the law in this behalf made – and subject to the punishment by law provided for any wilfully false statement in any such declaration.

Declared at: on
[place] *[date]*

.....
[signature of declarant]

in the presence of an authorised witness, who states:

I, , a
[name of authorised witness] *[qualification of authorised witness]*

certify the following matters concerning the making of this statutory declaration by the person who made it: *[* please cross out any text that does not apply]*

1. *I saw the face of the person OR *I did not see the face of the person because the person was wearing a face covering, but I am satisfied that the person had a special justification¹ for not removing the covering, and
2. *I have known the person for at least 12 months OR *I have confirmed the person's identity using an identification document and the document I relied on was

.....
[describe identification document relied on]

.....
[signature of authorised witness] *[date]*

¹ The only "special justification" for not removing a face covering is a legitimate medical reason (at September 2018)

From the Registrar General's Guidelines (obtained November 2020)

Statutory declaration

What is a statutory declaration?

A statutory declaration is a written statement which the person making it ('the declarant') declares before an authorised witness (who is said to 'take' the declaration) to be true to the best of his or her knowledge and belief, and which is signed by the declarant before an authorised witness - see Affidavits below.

Who may make a statutory declaration?

A statutory declaration is a personal statement, and therefore must be made and signed by a natural person. As such, it cannot be made or signed by a corporation or by any person on behalf of another.

Corporations

Where a declaration regarding the affairs of a corporation is required, the declarant must be an authorised officer of the corporation who makes the declaration in his or her own right.

Attorneys

Where an attorney needs to make a statutory declaration regarding the affairs of the person from whom he or she received the power of attorney ('the donor'), it must be made in the attorney's own right and under the attorney's own name, not in his or her capacity as attorney, though the fact of being the donor's attorney may be included in the declaration.

Who may take a statutory declaration?

A statutory declaration must be taken by a person holding a position specified by the relevant Act as one which entitles the holder to take a statutory declaration (i.e. the person must be an 'authorised witness'). In New South Wales, an authorised witness must be a:

- justice of the peace
- notary public
- commissioner of the court for taking affidavits
- legal practitioner, i.e. an Australian lawyer who is granted a practising certificate under:
 - Part 3.3 of the Legal Profession Uniform Law (NSW) as applied in a participating jurisdiction; or
 - a law of a non-participating jurisdiction entitling the lawyer to engage in legal practice; or
- any person authorised to administer an oath.

The name and capacity of the authorised witness must be stated, and in the case of a justice of the peace the relevant registration number or details of appointment must be provided. The authorised witness's address is not required. See sections 21 and 27 Oaths Act 1900.

Identification of the declarant

Where the declaration is made in New South Wales, the authorised witness must:

- see the face of the declarant*, and
- have known the declarant for at least 12 months or sight an original or certified copy of an identification document in respect of the declarant, and
- certify on the declaration that the above requirements have been met.

*An authorised witness may request the declarant to remove so much of any face covering as prevents the authorised witness from seeing the declarant's face, however the authorised witness is exempted from this requirement if satisfied that the declarant has a special justification for not removing the face covering. The only "special justification" for not removing a face covering is a legitimate medical reason (at September 2018). See s34 Oaths Act 1900 and pt2 Oaths Regulation 2017.

Legislation and penalties

In New South Wales, a statutory declaration is made pursuant to the provisions of the Oaths Act 1900. The Oaths Act provides penalties for making a false declaration, and for taking a declaration without authority (i.e. without being an authorised witness).

Form of a statutory declaration in New South Wales

A statutory declaration made in New South Wales must be, or must in effect be, in the form given in either the Eighth or Ninth Schedule of the Oaths Act 1900. The date and place of the declaration must be stated.