

George, Michael

From: Ingham, Alexander
Sent: Wednesday, 25 March 2015 8:45 AM
To: George, Michael
Cc: Graftidge, Janelle
Subject: [REDACTED]
Attachments: [REDACTED]

Hi Michael

Can you please draft an email response to [REDACTED] (see below) referring him to the NT regulator. Henry did a similar response 2 weeks ago which should be on file. Happy to take a look over it before you send it.

Cheers

Alex Ingham | Acting Assistant Manager

Phone (02) 6207 0305 | Fax (02) 6207 7372

Compliance and Investigations | ACT Gambling & Racing Commission

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 2, Canberra Nara Centre, 1 Constitution Avenue Canberra ACT 2601

PO Box 214 Civic Square ACT 2608 | www.gamblingandracing.act.gov.au

From: [REDACTED]
Sent: Tuesday, 24 March 2015 10:02 PM
To: Compliance and Investigations
Subject: [REDACTED]

To Whom It May Concern,

I have been an active customer of [REDACTED] since 2008 and in early 2015 [REDACTED] I have been taken into a "VIP" group. I am unaware of the qualifying criteria but no doubt it has something to do with ratio of deposits to withdrawals to deposits, I have 3 colleagues who are also active clients of [REDACTED] who are not "privileged" to VIP status and again I am not aware of the conditions but I would guess this is because their activity is at a lesser level.

The point of my email is [REDACTED] have been spamming me, daily, sometimes twice or even 3 times about "VIP" promotions which sound expressly good but in my experience are false, insincere and intentionally misleading and furthermore, they dare to label me a "VIP" and then give me the following treatment;

The attached items are [REDACTED] VIP offers (x 2), my "Registrations" (x2) and [REDACTED] apparent resolution of my dispute.

The first "VIP" offer details;

Place a win bet on Terang race 1 and if it loses, you'll get your stake back in bonus bets up to \$1000!

It is not hard to see the appeal here - as far as risk goes this is about as good as betting gets, the next best thing to a free shot, if you lose you get your stake back in a form that must be turned over on subsequent winning bets etc, but by far much more appealing than any offer I have seen.

So I have attempted to take this up on 2 occasions - where "registration" is required. You click the link in the email

and it opens up your devices mail client, and prepares an email item pre-addressed to [REDACTED] with a preformatted subject "Please register me for today's VIP Offers"

The first occasion, Monday 16th March, 2015.

I sent off my registration "acceptance" email more than 2 hours before the advertised start time of the event. I received no confirmation of this, so after approximately 1 hour I rang customer service and explained the situation, and indeed to ask whether I needed some sort of receipt or confirmation before I could place a bet on this race under the conditions of the offer represented to me. I was told "Oh yes, you definitely need confirmation before you can bet - please be patient, this will be coming through any moment." I understood that, accepted that resolution and ended the call - and waited for the confirmation of my registration. Approximately 1 hour later I rang again to explain that I had still not received confirmation AND again, I queried whether it was needed or not. Again I was told YES you definitely need a confirmation of registration before you can take that offer up." The race was now due to run within 10 minutes - I explained that to the operator and she said "Oh? Ok - let me ask my supervisor" Again she said "Wait for the confirmation - it will be coming through now." Again, I understood those instructions and ended the call. Ten minutes later the race is run - and I, the "VIP" still have no confirmation of registration for this offer to which I accepted more than 2 hours earlier. It may be immaterial to the argument but the runner I would have backed won the event at odds of \$4, conceivably the maximum \$1000 stake on this runner would have returned a dividend of \$4000, in reality under the terms of this offer I would have bet a maximum stake of \$100. I was obviously extremely disappointed in the outcome because of the opportunity I was denied but I was busy so I didn't ring [REDACTED] immediately, but when I checked my account later they had deposited \$200 bonus bets - it's nothing like the potential 3k windfall but as I hadn't even wagered anything I accepted this as an amicable resolution to what I assumed was some obvious technical difficulty on their part.

The 2nd occasion, Monday 23rd March, 2015.

Yesterday, Monday 23rd March - with the exception of the meeting location, the "VIP" email offer was the same - place a win bet on any runner and if it loses then your stake will be refunded as bonus bets. This time I didn't receive the email until late and I registered for the offer, as it stated to do at 1:12pm. The Event was to start at 1.20pm. Again I received no confirmation and again I rang customer service to enquire as to whether I needed confirmation or not. This time the operator's supervisor said "I don't think you need confirmation" - what is that? If I am to make any wager under these conditions I would prefer a receipt, or at the very least a definitive answer - not an opinion. Again, I am denied this offer made to me through no fault of my own, again the runner I had selected to place my wager on wins, this time at \$13+ across their fixed odds and top totes markets. I was still on the phone to them and she invited me to forward her my "acceptance" email so she could take it up with the marketing department.

I did forward the email, and made it Attention of the operator [REDACTED]

Today I received an email that informed me "We are sorry, but because YOU missed the race, WE cannot reinstate the offer but you are still on the VIP list for future offers."

This is not a resolution. It is a token apology and does not pay out the stake I would have placed on that runner, which under the offer they represented to me I was entitled to make.

The irony is their brandishing of the "VIP" acronym because as a result of these past two incidents I'm feeling loved and their treatment and management of this is hardly what you would expect anyone to treat someone they consider important to them. Their support staff in both incidents have had little or no awareness of this scheme and certainly not enough information to effectively support it and the "VIP" marketing team apparently don't want to know anything about it - the whole scheme seems vague and poorly managed.

Surely they cannot be allowed to promote and lure custom like this. It is wrong, it is false and it is deceitful to knowingly represent a financial offer and refuse to honour that contract within the limited terms.

Please investigate the failure of [REDACTED] to facilitate or honour their "VIP" offers and stop ripping their "very important people" off.

I will not be making any more futile attempts to engage these "VIP" offers they are hitting me with, in fact I will likely be closing my account with them - this treatment is infuriating and absolute rubbish.

Thanks

[REDACTED]

[REDACTED]

---Legal Notice---

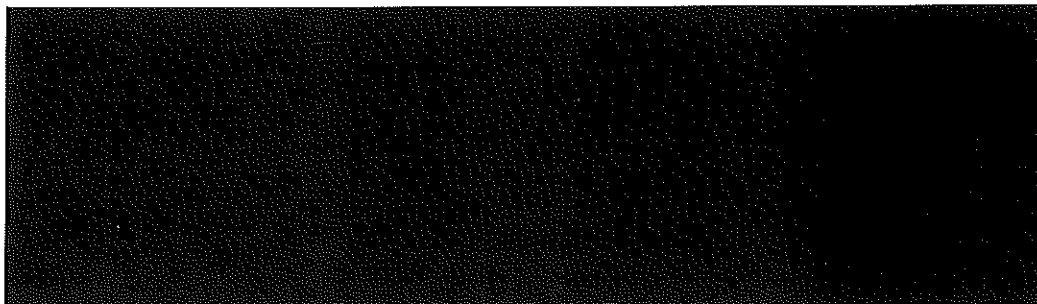
The email message and any attachments are confidential and subject to copyright. If you are not the intended recipient, any use, interference with, disclosure or copying of this material is unauthorised and prohibited. No part may be reproduced, adapted or transmitted without the written permission of the copyright owner. If you have received this email in error, please immediately advise the sender by return email and delete the message from your system. Before opening or using attachments, check for viruses and defects. Our liability is limited to re-supplying any affected attachments.

44

George, Michael

From: [REDACTED]
Sent: Wednesday, 25 March 2015 11:05 AM
To: George, Michael
Subject: [REDACTED]

Thank you for the information, and the prompt reply Michael.



—Legal Notice—

The email message and any attachments are confidential and subject to copyright. If you are not the intended recipient, any use, interference with, disclosure or copying of this material is unauthorised and prohibited. No part may be reproduced, adapted or transmitted without the written permission of the copyright owner. If you have received this email in error, please immediately advise the sender by return email and delete the message from your system. Before opening or using attachments, check for viruses and defects. Our liability is limited to re-supplying any affected attachments.

From: George, Michael [mailto:Michael.George@act.gov.au]
Sent: Wednesday, 25 March 2015 10:27 AM
To: [REDACTED]
Cc: Ingham, Alexander; Grattidge, Janelle
Subject: [REDACTED]

Dear [REDACTED]

Thank you for your email received on Thursday 24 March 2015.

The ACT Gambling and Racing Commission (the Commission) is responsible for the administration and regulation of gaming laws within the ACT. The ACT does regulate online wagering services (e.g. sports bookmakers), and online sports bookmakers but only those based in the ACT and that hold an ACT Sports Bookmaking License. As [REDACTED] is regulated in the Northern Territory you will need to contact the NT government in regards to your inquiry.

Please find enclosed contact details for NT Racing Commission:

Northern Territory Racing Commission (Wagering Disputes)
Email: gamblingdisputes@nt.gov.au
Phone: (08) 8999 1326

Regards

Michael George | Authorised Officer

Phone 02 6207 0263 | Fax 02 6207 7372

Compliance and Investigations | ACT Gambling and Racing Commission

Economic Development Directorate | **ACT Government**

Level 2 Canberra Nara Centre 1 Constitution Ave Canberra ACT 2601 | PO Box 214 Civic Square ACT 2608

www.gamblingandracing.act.gov.au

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.



ACT
Government



GAMBLING
AND
RACING
COMMISSION

INQ 14/15-57.

Compliance & Investigation FILE NOTE

Thursday 14 May 2015

4:00pm

At the above date and time I received a call from [REDACTED]

[REDACTED] advised that [REDACTED] had placed a multi bet online via [REDACTED] account with [REDACTED]. The first leg was on 'set winner' on a tennis match between Brydan Klein and Sam Klein-Fayziev (which he selected Klein) and the second leg was on a NRL match between Souths and St George (either team to win by under 6.5). [REDACTED] advised that the second leg was a winner and [REDACTED] thought the first leg was also. However [REDACTED] was advised that it was not a winning combination as the bet was for the first set win and Brydan Klein lost the first set but won the remaining two. [REDACTED] advised that at no time was [REDACTED] informed that the bet was described as for the first set only; [REDACTED] thought it was for a win in any set. [REDACTED] went on to say that it was not covered in the rules either to which I found to be correct.

[REDACTED] advised that he contacted [REDACTED] with his query and spoke to [REDACTED] advised [REDACTED] that [REDACTED] was unaware it meant for the 'first set' and it was not mentioned anywhere and was wondering if [REDACTED] could just get that first leg voided and paid out for the second leg. [REDACTED] was advised that the Manager would contact him regarding [REDACTED] request to which [REDACTED] had not heard, hence [REDACTED] called the Commission.

[REDACTED] did advise me that the bet ticket did say S1 set winner but [REDACTED] did not understand that to mean Set 1, [REDACTED] just thought it was the initial of the player.

I advised [REDACTED] to place [REDACTED] concerns in an email and that I would look into it which [REDACTED] did and I received on Monday 18 May 2015.

I discussed the scenario with [REDACTED] and after [REDACTED] investigation it was agreed that there was some ambiguity in the way the bet type was advertised so from a customer service point of view, [REDACTED] would pay out the second leg. However, through the internal investigation it was found that [REDACTED] had previously tried to get other ineligible bets paid out but [REDACTED] had not placed a bet of this type before so [REDACTED] was given the benefit of the doubt as a one off.

[REDACTED] advised me on Friday 29 May 2015 that customer service would be crediting [REDACTED] account and contacting [REDACTED].

I contacted [REDACTED] on Monday 1 June 2015 to verify that this had happened to which [REDACTED] agreed. I requested that [REDACTED] send an email to the Commission confirm that [REDACTED] had rectified [REDACTED] issues. A response was received at 10:35 Wednesday 3 June 2015.

Julie-anne Wales
Compliance and Investigations

Date: 1 June 2015

Wales, Julie-Anne

From: Wales, Julie-Anne
Sent: Wednesday, 3 June 2015 10:56 AM
To: [REDACTED]
Subject: RE: Betting dispute. attn.JULIANNE

Morning [REDACTED]

Thank you for your advice

Kind regards

Julie-anne Wales | Authorised Officer | Compliance and Investigations
Phone: (02) 6207 0578 | **Email:** complianceandinvestigations@act.gov.au
ACT Gambling and Racing Commission | Access Canberra | ACT Government
Level 2, Canberra Nara Centre, 1 Constitution Ave Canberra City ACT 2600
PO Box 214 Civic Square ACT 2608 | www.gamblingandracing.act.gov.au

From: [REDACTED]
Sent: Wednesday, 3 June 2015 10:35 AM
To: Wales, Julie-Anne
Subject: Re: Betting dispute. attn.JULIANNE

Hi Julianne ,

I received an email from [REDACTED] in regards to the betting dispute I had with them and after phoning them back the matter has now been resolved . I won't say I'm happy with the outcome as they just returned the original \$20 bet after half the bet had won they should of just removed the disputed leg and paid the rest .

Sent from my iPhone

On 2 Jun 2015, at 2:12 pm, Wales, Julie-Anne <Julie-Anne.Wales@act.gov.au> wrote:

Afternoon [REDACTED]

I refer to our phone conversation yesterday in regards to [REDACTED] addressing your concerns.

Can you please confirm that [REDACTED] have contacted you and the matter is now resolved.

Kind regards

Julie-anne Wales | Authorised Officer | Compliance and Investigations
Phone: (02) 6207 0578 | **Email:** complianceandinvestigations@act.gov.au
ACT Gambling and Racing Commission | Access Canberra | ACT Government
Level 2, Canberra Nara Centre, 1 Constitution Ave Canberra City ACT 2600
PO Box 214 Civic Square ACT 2608 | www.gamblingandracing.act.gov.au



From: [REDACTED]
Sent: Monday, 18 May 2015 12:29 PM
To: Wales, Julie-Anne
Subject: Fwd: Betting dispute. attn.JULIANNE

Sent from my iPhone

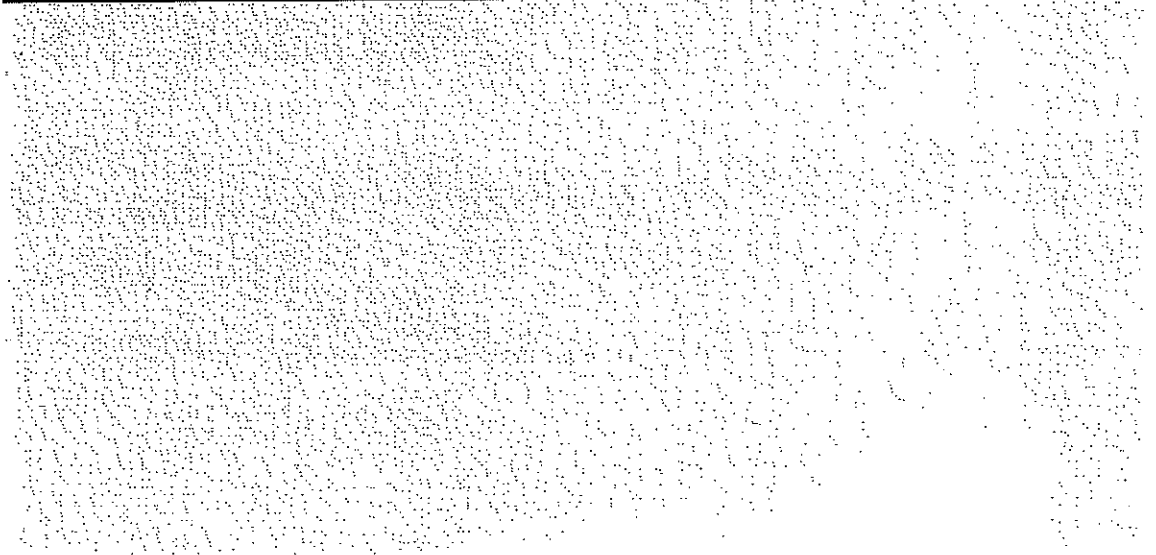
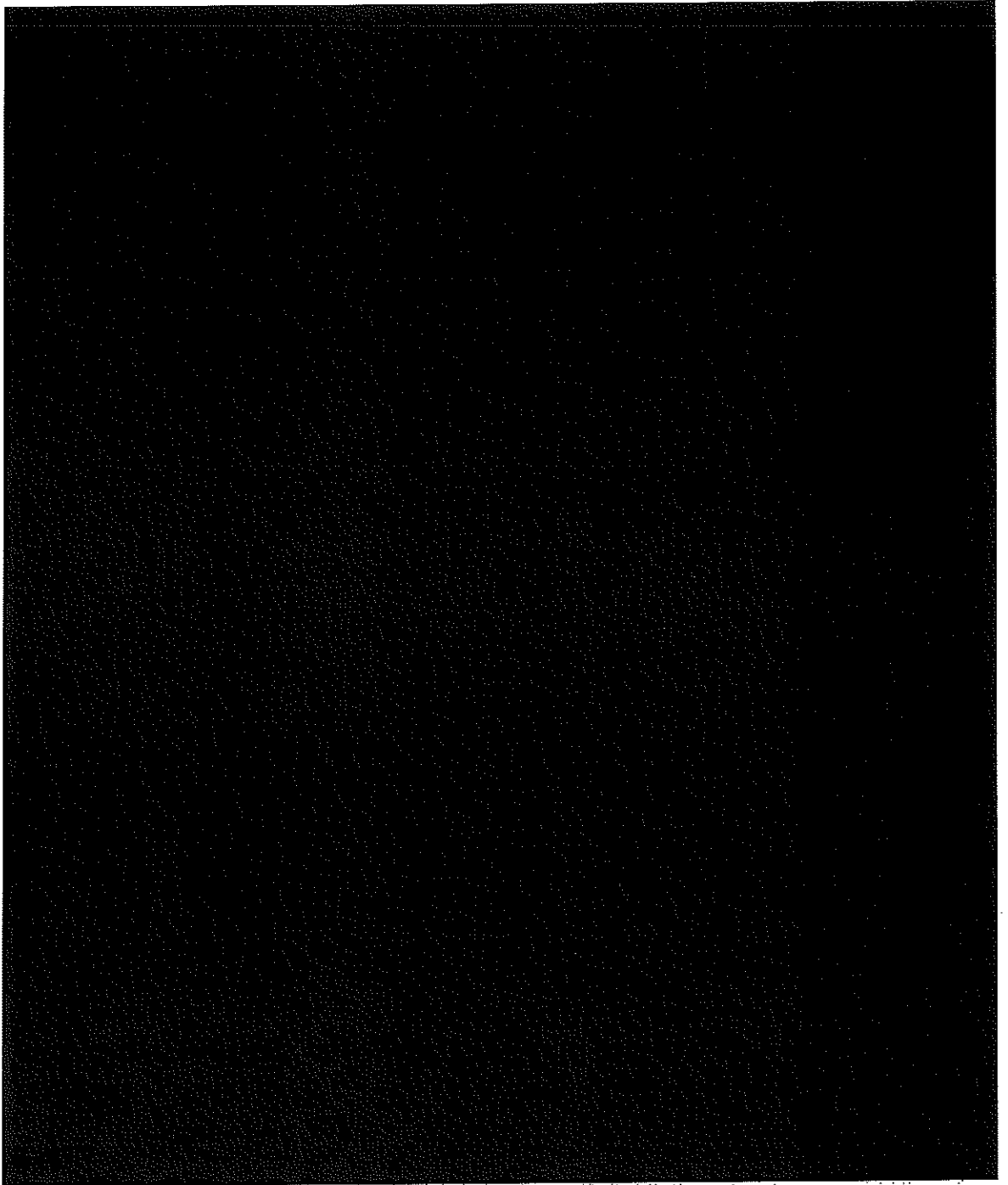
Begin forwarded message:

From: [REDACTED]
To: "complianceandinvestigations@act.gov.au"
<complianceandinvestigation@act.gov.au>
Subject: Betting dispute. attn.JULIANNE

Hi my name is [REDACTED] I recently spoke to Julianne about a dispute I have with an [REDACTED] bet I placed on Monday 11th may which consisted of two legs. The first leg was a tennis bet and in the description it says SET WINNER I chose one of the two players under the impression the bet was to win a set. After the second leg of the bet won which was on an NRL game rabbits v dragons [REDACTED] have informed me the bet lost because the tennis bet was to win the first set. No where in the market for that bet did it state to win the first or next set. And after I confirmed the bet the ticket says "S1 set winner" which really doesn't describe accurately that its for the first set and It would of been to late for me to change the bet as it was already confirmed. I know it is my responsibility to check the bet and reading the ticket I thought the S was the initial of the player and without a space the next words were "1 set winner". I also looked up the [REDACTED] rules and cannot find anywhere the definition of tennis betting for that particular bet. I spoke to [REDACTED] yesterday and [REDACTED] agreed with me that the description was not accurate and the leg should be void. I asked if they would consider voiding the leg and just paying me on the NRL leg which won [REDACTED] said [REDACTED] did not have the authority to do that and the manager would contact me tomorrow. When I spoke to them today they told me the manager was in a meeting and would contact me this afternoon. I have still not heard from them and thought you should investigate this? I have attached the pictures I screen shot of the bets last night and hope to hear from you soon. My mobile number is [REDACTED].my [REDACTED] account number is [REDACTED]

<image002.png>

<image003.png>



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

