

6 December, 2012

Dear Venue Operator,

Update – Monitoring Service #3

As your venue is now on the new Intralot Gaming Services (IGS) Monitoring System, we take this opportunity to update you on a number of matters that you may have recently encountered in the hope that this will provide you with valuable information in your day to day operation of your EGM's.

This update identifies some more typical issues which you may confront and ways to address them:

"I still have issues with my Vouchers/Tickets or Hand Pays even after the recent upgrade".

The recent iGEM system patch has resulted in a significant reduction of missing vouchers/handpays and duplicates. However such cases may still occur. IGS is working closely with the gaming machine manufacturers and BMM and further improvements are underway to eliminate these issues completely. However in cases of communications disruptions, you should expect that EGM vouchers and handpays will not be available on the mLOT, until the communication is restored.

In the unlikely event that this has occurred then for a missing voucher/handpay or if an EGM blocks after a win or a Jackpot Win, please do the following:

- ✓ Call the IGS help desk;
- ✓ Provide detailed info to the IGS (EGM ID, amount, date and time of incident);
- ✓ Specify if EGM is frozen and what is the message displayed on the EGM screen;
- ✓ Specify the urgency of the matter (i.e. I have a patron waiting to be paid).

IGS will review the issue, will try to clear the handpay so that it is available at the mLOT terminal for validation and enable the EGM.

If this cannot happen in a reasonable period of time, then:

- ✓ Pay the patron using the Bookpay;
- ✓ Fax the bookpay slip to IGS at **(03) 9673 3999**;
- ✓ Use the iGEM Voucher Reports, AND your copies of the Bookpays, for your venue Ticket/Wins Payments processing.

Missing Vouchers/Tickets or Hand Pays do not affect your tax calculations. These calculations are based on the EGM meters for Turnover, Wins, and Jackpot Contributions. Vouchers and Handpays do not participate in the calculation of your taxation reports.

If you have any questions, do not hesitate to contact us through any of the following channels:

- ✓ **Help Desk:** by calling **1300 764 495**;
- ✓ **Website:** On the IGS Home Page www.igsmonitor.com.au, click on the “**Contact Us**” tab. In the form that appears, you can enter your details and a description of your enquiry.

Alternatively, you can go directly to this on-line form by following the link below:
<http://www.igsmonitor.com.au/index/contact>.

- ✓ **Email:** info@igsmonitor.com.au.

There are also a number of **Frequently Asked Questions (FAQs)** with relevant answers, available on our website at: <http://www.igsmonitor.com.au/index/faq>.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'Arthur Baoustanos', with a long horizontal line extending to the right.

Arthur Baoustanos
Communications Director