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Kamloops, BC V2C 1E2

T 250 828 5500
F 250 828 5631

2940 Virtual Way
Vancouver, BC V5M 0A6

T 604 270 0649
www.bclc.com

VIA EMAIL

April 14, 2020

[applicant information]

Dear

Re: Request for Records: BCLC File 20-020

British Columbia Lottery Corporation (BCLC) writes further to your February 28, 2020 request under B.C.'s *Freedom of Information and Protection of Privacy Act* (FIPPA) and BCLC's letter dated March 2, 2020.

You requested:

"...the records released...previously (in BCLC File 16-009 with reconsidered redactions)...."

BCLC is providing 202 pages of records in response to your request. Some information has been withheld from disclosure under sections 13, 15, 17, 21 and 22 of FIPPA.

Below are the reasons for withholding information under each of the exceptions to disclosure noted.

Section 13 (policy advice or recommendations)

The information withheld under this section constitutes advice and recommendations by BCLC employees and others to BCLC decision makers.

Section 15 (harm to law enforcement)

The information withheld under this section is harmful to law enforcement because it would reveal investigative techniques and procedures that are currently used in law enforcement. In addition, some information withheld under this section could harm the security of a system, including BCLC's computer and communication systems, under section 15(1)(l) of FIPPA.

Section 17 (harm to the financial or economic interests of BCLC)

The information withheld under this section is harmful to BCLC's financial or economic interests because disclosure would reveal the private cell phone numbers of several BCLC employees, which could necessitate changing the numbers with an associated cost to BCLC. In addition, there is some information in the records that deals with BCLC's core business functions, which, if disclosed, would be harmful to the financial or economic interests of BCLC.

Section 21 (harm to business interests of a third party)

The information withheld under this section is harmful to third-party business interests. It consists of third-party commercial information that was provided, in confidence, to BCLC and disclosure could reasonably be expected to significantly harm the competitive position or the negotiating position of the third parties.

Section 22 (harm to personal privacy)

The information withheld under this section consists of a signature of a third party. Disclosure of this information would be an unreasonable invasion of personal privacy because it could result in identity fraud. Additionally, other personal information of third parties has been withheld because disclosure of this information would amount to an unreasonable invasion of the personal privacy of those third parties.

The full text of sections 13, 15, 17, 21 and 22 can be found at:
http://www.bclaws.ca/Recon/document/ID/freeside/96165_00

These records will be published a minimum of five business days after release at:
<https://corporate.bclc.com/who-we-are/corporate-reports/reports-disclosures.html>

If you have any questions or concerns regarding BCLC's processing of your request, please contact me at ksimcoe@bclc.com, via mail or at (250) 852-5228.

Additionally, under section 52 of FIPPA, you may ask the Information and Privacy Commissioner to review this reply to your request for information. You have 30 business days from the receipt of this notice to request a review by writing to:

Office of the Information and Privacy Commissioner for British Columbia
P.O. Box 9038, Station Provincial Government
Victoria, BC V8W 9A4

T (250) 387-5629 F (250) 387-1696
Email info@oipc.bc.ca Online www.oipc.bc.ca

Sincerely,
[original signed by]

Kevin Simcoe
Senior Freedom of Information Analyst

Enclosure

From: [Kevin Sweeney](#)
To: [Bal Bamra](#)
Subject: FW: RRCR Chip Swap
Date: Tuesday, November 10, 2015 9:52:52 AM

As per your request...

Kevin Sweeney, CRM
Director, Compliance & Investigations &
Interim Director, Information Privacy and Security
Corporate Security and Compliance Division, BCLC

T 604 228 3151 C s 17(1)

ksweeney@bcl.com

-----Original Message-----

From: Kevin Sweeney
Sent: Tuesday, September 01, 2015 2:42 PM
To: Ross Alderson; Bal Bamra
Cc: Kris Gade; Bruno Gatto
Subject: RRCR Chip Swap

Hello Ross and Bal,

I met with Bruno and Kris this afternoon in regards to the Chip Swap Project at RRCR. Based on our conversations there is still a fair amount of outstanding items/questions that require answers and or direction.

s 13(1), s 15(1)(c)(k)(l)

As both of you are away until September 8th and be it that most of these questions wont be answered, is it reasonable to go ahead with chips swap on that day or postpone? If you guys do have a chance to review this, please feel free to contact me or Kris Gade.

Thanks,

Kevin Sweeney
Director, Compliance & Investigations &
Interim Director, Information Privacy and Security BCLC

From: [Bruno Gatto](#)
To: [Kris Gade](#)
Subject: Re: December 16, 2015
Date: Wednesday, December 16, 2015 6:40:26 AM

Hi Kris,

I was thinking of doing a conference call with the Lower Mainland guys to give them a heads up for the chip swap. I'll be in my car in 2 minutes if you can call for a quick discussion.

Bruno

s 15(1)

From: Kris Gade
Sent: Wednesday, December 16, 2015 6:31 AM
To: Nicole Wu; Kevin Sweeney; Ross Alderson; Laird Robinson; Bruno Gatto; Joseph Depaulo; Gina Kumpic-Coltellar; Brandi Chan
Subject: December 16, 2015

Hi All... I'm off today... If you need anything, give Bruno or Joe a shout...

Kris Gade, CAMS

Manager, Investigations

Corporate Security and Compliance Division, BCLC

2940 Virtual Way, Vancouver BC. V5M 0A6

T 604 228 3011 C s 17(1)

kgade@bclc.com

bclc.com

From: [Bal Bamra](#)
To: [Andrew Williamson](#); [Greg Lockwood](#); [Laird Robinson](#)
Cc: [Danny Chang](#)
Subject: FW: Chip Process and Form
Date: Wednesday, December 16, 2015 8:53:47 AM
Attachments: s 15(1)(c)(k)(l)
[Chip Process.docx](#)
[Chip Form.docx](#)

Docs for today's meeting.

Bal Bamra, B.Com, CAMS

Manager, Cash Alternatives & Special Projects
AML & Operational Analytics Unit
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 228 3113 C s 17(1)

bbamra@bcl.com

From: Danny Chang
Sent: Tuesday, December 15, 2015 4:14 PM
To: Bal Bamra
Cc: Shawna Coan; Julianne Joe
Subject: FW: Chip Process and Form

Hi Bal

Please find attached the proposed spreadsheet that we can store in s 15(1)(c)(k)(l)

We can discuss in tomorrow's meeting if any changes to the spreadsheet are required.

Regards,
Danny

Chip Process (To be completed within X weeks once order is received)

1. Chip request comes from:
 - a. Operations
 - b. Rebrand of Casino Property
2. Product to review for reasonableness:
 - a. Accept request and start procedure to order chips
 - Reorder of Chips
 - Review existing artwork
 - New Artwork
 - Engage Chip Vendor for specs on chips including size, colour, quantity, denomination and security features
 - Approve artwork with both the Service Partner and Product
 - b. Decline the request and send rationale to Operations
3. Product to obtain quote from Vendor
4. Product to submit purchase requisite
 - a. s 15(1)(c)(k)(l)
5. Product to confirm shipment receipt dates with the vendor:
 - a. s 15(1)(c)(k)(l), s 17(1)(c)

- s 15(1)(c)(k)(l), s 17(1)(c)



Chip Form

Chip Request:

RM Request ☐

Rebrand ☐

Date Submitted: _____

Request:

No.	Quantity	Description

Reason:

RM Name: _____

RM Signature: _____

Product Approval / Decline:

Approve ☐

Decline ☐

Date Approved/Declined: _____

If Approved, Confirm Shipment Dates and Additional Information:

If Declined, Reason:

Product Specialist Name: _____ Signature: _____

s 15(1)(c)(k)(l), s 17(1)(c)

belc

Finance:



Goods Receipt Received Date: _____

Payment Processed Date: _____

SAP Transaction Number: _____

Accounts Payable Name: _____ A/P Signature: _____

From: Greg Lockwood
To: ALL- Casino & CGC Regional Managers; ALL- Casino & CGC MBO; ALL-GamingCompliance; ALL-TableProductSpecialists; Lyn Maraj; Willy Wong; Elsa Chung; Bal Bamra
Subject: s 15(1)(l) site for Chip Inventory Process
Date: Wednesday, December 16, 2015 2:20:54 PM

Hi all, you have all been granted access to the s 15(1)(l) site below where we will be storing our chip inventory documentation and information.

I have uploaded the Chip Form, Chip Process documents and the s 15(1)(c)(k)(l)

Regards,

Greg.

Candice Lantos

From: Kevin Sweeney
Sent: Tuesday, December 22, 2015 1:08 PM
To: Laird Robinson
Cc: Ross Alderson; Kris Gade
Subject: RE: s 15(1)(c)(k)(l)

Hello Laird,

The chip swap, that project s 15(1)(c)(k)(l) and it is anticipated that this occurs before Chinese new year so can the s 15(1)(c)(k)(l), s 17(1)(c)

Kevin Sweeney, CRM
Director, Compliance & Investigations &
Interim Director, Information Privacy and Security
Corporate Security and Compliance Division, BCLC

T 604 228 3151 C s 17(1)

ksweeney@bcllc.com

From: Laird Robinson
Sent: Tuesday, December 22, 2015 12:52 PM
To: Robert Grinam; Bill Boyd
Cc: s 22 Jim Husler; Steve Beeksma; Kevin Sweeney; Ross Alderson
Subject: RE: s 15(1)(c)(k)(l)

Thanks Robert,

I agree with your position on this; I have copied Kevin and Ross for their info as well. I say we do not release new 5K chips to the site until we have consensus from s 15(1)(c)(k)(l), s 17(1)(c)

Thanks,

Laird Robinson BA, CPO
Manager, Operational Gaming Compliance
Corporate Security & Compliance, BCLC
2940 Virtual Way, Vancouver BC. V5M 0A6

T 604 228 3054
C s 17(1)

From: Robert Grinam
Sent: Tuesday, December 22, 2015 11:14 AM
To: Laird Robinson; Bill Boyd
Cc: s 22 Jim Husler; Steve Beeksma
Subject: s 15(1)(c)(k)(l)

Hi Laird,

I understand that the new \$5,000.00 chips may be introduced to RR shortly.
I believe we should not change the \$5,000.00 chips at RR until they have s 15(1)(c)(k)(l), s 17(1)(c)

The e-mails below indicate that this process is not yet complete. They are testing out s 15(1)(c)(k)(l), s 17(1)(c)
They will add this column and we will review before they
finalize the process.
s 15(1)(c)(k)(l), s 17(1)(c)

I have asked them about the possibility of s 15(1)(c)(k)(l), s 17(1)(c)

I have included the investigators in the e-mails, as they should agree with the final product and have some say in
how
s 15(1)(c)(k)(l) is done, because they will be using this information.

Thanks
Robert Grinam
Operational Gaming Compliance
Corporate Security and Compliance, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6
C s 17(1)
rgrinam@bclc.com
bclc.com

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From: Robert Grinam
Sent: December-22-15 10:48 AM
To: ' s 22
Cc: ' s 22 s 22 Jim Husler; Steve Beeksma
Subject: RE: s 15(1)(c)(k)(l)

Hi s 22

I had some more discussion about the possibility of keeping a s 15(1)(c)(k)(l), s 17(1)(c)
I do not know how much work this would require, but it could help to have s 15(1)(c)(k)(l)

This is the spread sheet columns that I believe would be helpful in s 15(1)(c)(k)(l), s 17(1)(c)

s 15(1)(c)(k)(l), s 17(1)(c)

Please let me know is this is possible.

Thanks

Robert Grinam

Operational Gaming Compliance

Corporate Security and Compliance, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6

C s 17(1)

rgrinam@bclc.com

bclc.com

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From: Robert Grinam

Sent: December-22-15 8:42 AM

To: s 22

Cc: s 22

BCRRCgamingmanagers@gcgaming.com'; Jerome Wakeland; Jim Husler; Steve Beeksma

Subject: RE: s 15(1)(c)(k)(l)

Hi s 22

Merry Christmas...

I reviewed s 15(1) with the Gaming Managers and there is one more column needed.

s 15(1)(c)(k)(l), s 17(1)(c)

I discussed this with the gaming manager..and they will be looking at s 15(1)(c)(k)(l), s 17(1)(c)

s 15(1)(c)(k)(l), s 17(1)(c)

Thanks
Robert Grinam
Operational Gaming Compliance
Corporate Security and Compliance, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6

C s 17(1)

rgrinam@bclc.com

bclc.com

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From: s 22 [mailto:s 22 riverrock.com]

Sent: December-21-15 5:20 PM

To: Robert Grinam

Cc: s 22

Subject: RE: s 15(1)(c)(k)(l)

Hi Robert,

Merry Christmas...

Yes, we have started a trial basis by adding as s 15(1)(c)(k)(l), s 17(1)(c)

months to see if this would work better s 15(1)(c)(k)(l), s 17(1)(c)
office if you would like to take a look at these.

we would like to do this for a couple of

Feel free to stop by our

Thanks

s 22 Manager, Table Games

T: 604-247-8920 | C: s 17(1)

E: s 22 riverrock.com



From: Robert Grinam [mailto:RGrinam@BCLC.com]

Sent: Monday, December 21, 2015 12:46 PM

To: s 22

Cc: s 22

Subject: FW: s 15(1)(c)(k)(l)

Hi s 22

Have we made the required adjustments to the s 15(1)(c)(k)(l), s 17(1)(c)

Thanks

Robert Grinam

Operational Gaming Compliance

Corporate Security and Compliance, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6

C s 17(1)

rgrinam@bclc.com

bclc.com

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From: Robert Grinam

Sent: October-20-15 12:43 PM

To: s 22 riverrock.com

Cc: s 22 s 22 riverrock.com; s 22 Jim Husler; Steve Beeksma

Subject: s 15(1)(c)(k)(l)

Hi s 22

Your table staff may s 15(1)(c)(k)(l)
s 15(1), s 17(1)

as stated in the procedure below; but it appears

Please let me know if you have any questions about the new procedures.

Thanks

Robert Grinam

Operational Gaming Compliance

Corporate Security and Compliance, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6

C s 17(1)

rgrinam@bclc.com

bclc.com

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Candice Lantos

From: Laird Robinson
Sent: Tuesday, December 22, 2015 1:26 PM
To: Ross Alderson; Kevin Sweeney
Cc: Kris Gade
Subject: RE: s 15(1)(c)(k)(l)

Absolutely – that's what Kevin and I just discussed – I'm in the process of having the GCO ensure there is an open s 15(1)(c)(k)(l) so we can obtain and document and decisive corrective action plan in a timely manner. I'll let you know when this is completed.

Thanks,

Laird Robinson BA, CPO
Manager, Operational Gaming Compliance
Corporate Security & Compliance, BCLC
2940 Virtual Way, Vancouver BC. V5M 0A6

T 604 228 3054
C s 17(1)

From: Ross Alderson
Sent: Tuesday, December 22, 2015 1:23 PM
To: Kevin Sweeney; Laird Robinson
Cc: Kris Gade
Subject: RE: s 15(1)(c)(k)(l)

Hi Guys,

Laird, Thanks for the info and I take on board your comments. We are still scheduled to s 15(1)(c)(k)(l) mid Jan. We are a fair way along in the planning process which includes confirming resourcing, marketing and the overall ops plan.

While ideally it would be nice to have a comfort level that the s 15(1)(c)(k)(l), s 17(1)(c), s 21 it is now a current policy requirement and the SP should be adhering to it. We were initially prepared to launch this operation in Sept without the changes to Policy.

It appears from the email chain below like RRCR are having issues s 15(1)(c)(k)(l), s 17(1)(c) That conversation started in Oct and there has been a fair bit of dialogue around s 15(1)(c)(k)(l)

s 15(1)(c)(k)(l), s 17(1)(c)

Let me know if there are any concerns with this course of action

Regards

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: Kevin Sweeney
Sent: Tuesday, December 22, 2015 1:08 PM
To: Laird Robinson
Cc: Ross Alderson; Kris Gade
Subject: RE: s 15(1)(c)(k)(l)

Hello Laird,

The chip swap, that project currently sits with Ross's area and it is anticipated that this occurs before Chinese new year so can the s 15(1)(c)(k)(l), s 17(1)(c)

Kevin Sweeney, CRM
Director, Compliance & Investigations &
Interim Director, Information Privacy and Security
Corporate Security and Compliance Division, BCLC

T 604 228 3151 C s 17(1)

ksweeney@bclc.com

From: Laird Robinson
Sent: Tuesday, December 22, 2015 12:52 PM
To: Robert Grinam; Bill Boyd
Cc: s 22 Jim Husler; Steve Beeksma; Kevin Sweeney; Ross Alderson
Subject: RE: s 15(1)(c)(k)(l)

Thanks Robert,

I agree with your position on this; I have copied Kevin and Ross for their info as well. I say we do not release new 5K chips to the site until we have consensus from s 15(1)(c)(k)(l), s 17(1)(c)

Thanks,

Laird Robinson BA, CPO
Manager, Operational Gaming Compliance
Corporate Security & Compliance, BCLC
2940 Virtual Way, Vancouver BC. V5M 0A6

T 604 228 3054
C s 17(1)

From: Robert Grinam
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Subject: s 15(1)(c)(k)(l)

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I have included the investigators in the e-mails, as they should agree with the final product and have some say in
how
s 15(1)(c)(k)(l) is done, because they will be using this information.

Thanks
Robert Grinam
Operational Gaming Compliance
Corporate Security and Compliance, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6
C s 17(1)
rgrinam@bclc.com
bclc.com

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From: Robert Grinam
Sent: December-22-15 10:48 AM
To: s 22
Cc: s 22 Jim Husler; Steve Beeksma
Subject: RE: s 15(1)(c)(k)(l)

Hi Lily,

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This is the spread sheet columns that I believe would be helpful in s 15(1)(c)(k)(l), s 17(1)(c)

s 15(1)(c)(k)(l), s 17(1)(c)

Please let me know if this is possible.

Thanks

Robert Grinam
Operational Gaming Compliance
Corporate Security and Compliance, BCLC

2940 Virtual Wav. Vancouver BC V5M 0A6
C s 17(1)

rgrinam@bclc.com
bclc.com

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From: Robert Grinam
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Cc: s 22 'BCRRCgamingmanagers@gcgaming.com'; Jerome Wakeland; Jim Husler; Steve Beeksma
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Robert Grinam
Operational Gaming Compliance
Corporate Security and Compliance, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6

C s 17(1)

rgrinam@bclc.com

bclc.com

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From: s 22 [mailto: s 22 riverrock.com]

Sent: December-21-15 5:20 PM

To: Robert Grinam

Cc: s 22

Subject: RE: s 15(1)(c)(k)(l)

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Yes, we have started a trial basis by adding as s 15(1)(c)(k)(l), s 17(1)(c)

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office if you would like to take a look at thes.

we would like to do this for a couple of
Feel free to stop by our

Thanks

s 22 Manager, Table Games

T: 604-247-8920 | C: s 17(1)

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Sent: Monday, December 21, 2015 12:46 PM

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Robert Grinam

Operational Gaming Compliance

Corporate Security and Compliance, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6

C s 17(1)

rgrinam@bclc.com

bclc.com

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s 15(1), s 17(1)

as stated in the procedure below; but it appears

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Thanks

Robert Grinam

Operational Gaming Compliance

Corporate Security and Compliance, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6

Canada s 17(1)

rgrinam@bclc.com

bclc.com

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From: Bal Bamra
To: Danny Chang; Greg Lockwood; Laird Robinson; Andrew Williamson
Subject: Updated Chip Form
Date: Wednesday, December 23, 2015 8:51:58 AM
Attachments: Chip Form Template (Adobe Reader Friendly).pdf

Hi Guys,

Brandi did a great job of making the chip form look better.

I will update this form to s 15(1)(l)

Thanks,

Bal Bamra, B.Com, CAMS

Manager, Cash Alternatives & Special Projects
AML & Operational Analytics Unit
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 228 3113 C s 17(1)

bbamra@bcl.com

Chip Form



(1) Chip Request | Add Attachment If More Space Required

RM Request ☐ Rebrand ☐ Re-Rack ☐

Date Submitted

Site

Denomination	Quantity

Description

Reason

Regional Manager Requester

Name

Signature

(2) Product Approval

Approved ☐ Not Approved ☐

Request Review Date

Confirm Shipment Date/Additional Info/Reason

Product Specialist Approval

Name

Signature

s 15(1), s 17(1)

(6) Finance

"Goods Receipt" Request Received On
Payment Processed On
SAP Transaction Number

Accounts Payable Sign-Off

Name

Signature

From: Kevin Sweeney
To: Rob Kroeker; Ross Alderson
Subject: RE: Checking in
Date: Wednesday, December 30, 2015 11:07:02 AM

All good... Some files over the long weekend with respect to s 15(1) that were digging through... No major incidents over the weekend... s 15(1)(c)(k)(l) the working group here at BCLC...

Kevin Sweeney, CRM
Director, Compliance & Investigations &
Interim Director, Information Privacy and Security
Corporate Security and Compliance Division, BCLC

T 604 228 3151 C s 17(1)

ksweeney@bcllc.com

From: Rob Kroeker
Sent: Wednesday, December 30, 2015 11:03 AM
To: Kevin Sweeney; Ross Alderson
Subject: Checking in

How are things going? All okay?

Received a voicemail from s 22 today. He advised word is floating throughout RR there will be a chip swap near end of January. We haven't communicated this have we?

s 15(1)

From: [Kevin Sweeney](#)
To: [Ross Alderson](#); [Kris Gade](#); [Bal Bamra](#); [Laird Robinson](#)
Subject: RE: Chip Swap
Date: Monday, January 04, 2016 10:08:12 AM

I spoke with Rob today about this... I advised what internal and external people may have been aware... I did remind Rob that a fair amount of people externally were aware of the original swap and were told that it was postponed until the new year so there may be some assumptions here.. No further action required at this time...

Kevin Sweeney, CRM
Director, Compliance & Investigations &
Interim Director, Information Privacy and Security
Corporate Security and Compliance Division, BCLC

T 604 228 3151 C s 17(1)

ksweeney@bclbc.com

From: Ross Alderson
Sent: Monday, January 04, 2016 9:11 AM
To: Kris Gade; Bal Bamra; Kevin Sweeney; Laird Robinson
Subject: RE: Chip Swap

I will discuss with RK this morning. A ton of people knew there would be a chip swap in the new year after we postponed the last one in Sept. I am not too stressed about it.

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclbc.com

From: Kris Gade
Sent: Monday, January 04, 2016 8:38 AM
To: Bal Bamra; Kevin Sweeney; Laird Robinson
Cc: Ross Alderson
Subject: RE: Chip Swap

In addition, we briefed our Investigators at RRCR and assigned the schedule. Those included were as follows

Jerome W
Steve B
Tom C
Brandon N

Kris Gade, CAMS
Manager, Investigations
Corporate Security and Compliance Division, BCLC

2940 Virtual Way, Vancouver BC. V5M 0A6

T 604 228 3011 C s 17(1)

kgade@bclc.com

bclc.com

We instil public trust by ensuring the highest standards of integrity in gaming

From: Bal Bamra
Sent: January-04-16 7:34 AM
To: Kevin Sweeney; Laird Robinson; Kris Gade
Cc: Ross Alderson
Subject: RE: Chip Swap

Hi Kevin,

The people that were aware that I know of are Kris, Bruno, yourself, Ross and Garth.

Kevin, you mentioned the chip swap at our November 19th meeting when we were discussing the s 15(1)(c)(k)(l) with Andrew Williamson, Tricia Turner and Darren Jang. January was mentioned, but no specific date.

And Chris Scott and Lisa Loo knew because the posters were designed and printed, but both were told it was confidential.

Thanks,

Bal Bamra, B.Com, CAMS

Manager, Cash Alternatives & Special Projects
AML & Operational Analytics Unit
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 228 3113 C s 17(1)

bbamra@bclc.com

From: Kevin Sweeney
Sent: Wednesday, December 30, 2015 11:17 AM
To: Bal Bamra; Laird Robinson; Kris Gade
Cc: Ross Alderson
Subject: Chip Swap

Hey All,

Rob Kroeker received a call today from s 22 It appears that the chip swap information is floating around the RRCR for a end of January date. He is concerned that we have a leak that would have released this information. Can you advise who is aware of this project from our end or that you have communicated this to?

Thanks,

Kevin Sweeney, CRM
Director, Compliance & Investigations &
Interim Director, Information Privacy and Security
Corporate Security and Compliance Division, BCLC

T 604 228 3151 **C** s 17(1)

ksweeney@bclc.com

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Last year, more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.

From: s 22
To: s 22
Cc: Ross Alderson; s 22 Bal Bamra; Kevin Sweeney; Kris Gade; Bruno Gatto; s 22
Subject: Re: Meeting next week
Date: Wednesday, January 06, 2016 10:26:12 PM
Attachments: [image001.jpg](#)
[image001.jpg](#)

Hi Everyone,

Sorry I mixed up my itinerary for Ontario on Monday. We are going to look for a time on Tuesday and will get back to you in the morning.

Thanks.

On Jan 6, 2016, at 8:25 PM, s 22
< s 22 riverrock.com <[mailto: s 22 riverrock.com](mailto:s 22 riverrock.com)>> wrote:

Hi Ross,

I set up a meeting room here at River Rock for Monday, January 11th from 1 pm to 2 pm in our lobby board room.

will call in.

Thanks

s 22 | Director of Table Games
T: 604-247-4146 C: s 22
E: s 22 riverrock.com <[mailto: s 22 riverrock.com](mailto:s 22 riverrock.com)>

[RRCWorld Luxury Award Winner] <<http://www.riverrock.com/>>

From: Ross Alderson [<mailto:RAlderson@BCLC.com>]
Sent: Wednesday, January 06, 2016 12:37 PM
To: s 22 s 22
Cc: s 22 Bal Bamra; Kevin Sweeney; Kris Gade; Bruno Gatto
Subject: Meeting next week

Hi there,

I would like to set up a meeting next week, preferably on Monday 11th or Tuesday 12th .
As you know a \$5K Chip Swap operation was proposed for RRCR for Sept 2015 but was cancelled last minute.

The purpose of this meeting would be to discuss a proposal to proceed with the chip swap in the near future.

We can either have the meeting here at the BCLC Vancouver office or at RRCR.

Appreciate if you can let me know your availability for either day and location preference

As discussed I know you will be in Ontario so will provide a teleconference number once the meeting is confirmed.

Regards

Ross Alderson CAMS

Director, AML & Operational Analysis

Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com<<mailto:ralderson@bclc.com>>

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WORLD
LUXURY
HOTEL
AWARDS

WINNER

2011

RiverRock
CASINO RESORT

From: [Bal Bamra](#)
To: [Laurie Stewart](#); [Garth Pieper](#)
Subject: FW: River Rock Chip Shipment - 13 Jan 2016
Date: Monday, January 11, 2016 8:18:57 AM
Importance: High

fyi

Bal Bamra, B.Com, CAMS

Manager, Cash Alternatives & Special Projects
AML & Operational Analytics Unit
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 228 3113 C s 17(1)

bbamra@bclc.com

From: Laird Robinson
Sent: Monday, January 11, 2016 8:18 AM
To: Rick Tan
Cc: Bill Boyd; Bal Bamra; Kevin Sweeney
Subject: River Rock Chip Shipment - 13 Jan 2016
Importance: High

Good Morning Rick,

s 15(1)(c)(k)(l), s 21

As per our previous discussion, this matter remains confidential at this time.

Please confirm at your earliest opportunity

Thanks,

LR

Laird Robinson BA, CPO
Manager, Operational Gaming Compliance
Corporate Security & Compliance, BCLC
2940 Virtual Way, Vancouver BC. V5M 0A6

T 604 228 3054
C s 17(1)

lrobinson@bclc.com

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Last year, more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.

From: [Katelyn Boughton](#)
To: [Laurie Stewart](#)
Cc: [Don Chow](#); [Nathan Erickson](#)
Subject: RE: River Rock
Date: Monday, January 11, 2016 1:52:51 PM
Attachments: s 15(1)(l)

Hello Laurie,

s 15(1)(c)(k)(l)

I have attached the document that outlines the step required to get the s 15(1)(c)(k)(l)

If we are swapping out all \$5000 chips, would I be correct in assuming that we will want to s 15(1)(c)(k)(l)

From: Laurie Stewart
Sent: Monday, January 11, 2016 1:14 PM
To: Katelyn Boughton
Cc: Don Chow
Subject: River Rock

Hi Katelyn,

I know you have helped us in the past to swap chips s 15(1)(c)(k)(l) at River Rock. This is very confidential but it looks like we will be swapping out all the \$5000 chips on January 18th. The SP has not been informed yet (tomorrow afternoon?) so we are keeping this to ourselves so that they can receive the info in the proper manner.

My question (s) for you is what does Ops need to do to support this swap from a BT perspective – how do we support this change? I am not a s 15(1) by any means so any info you can share would be great,

Thanks,
Laurie

Laurie Stewart
Regional Operations Manager
Casinos and Community Gaming, BCLC

2940 Virtual Way, Vancouver, B.C. V5M 0A6

M s 17(1)
T 604 971 4637

lstewart@bclc.com

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Last year, more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.

From: [Bruno Gatto](#)
To: [Kevin Sweeney](#)
Cc: [Kris Gade](#)
Subject: FW: FINAL-RRC Chip Swap - Operation Sienna
Date: Tuesday, January 12, 2016 12:38:04 PM
Attachments: [Jan 11 2016 Project - Operation Sienna -FINAL.pdf](#)
[Jan 11 2016 Project - Operation Sienna -FINAL.docx](#)

Hi Kevin,
FYI. I attached in PDF and Word Doc.
Thanks
Bruno

From: Ross Alderson
Sent: January-12-16 11:37 AM
To: Bal Bamra; Bruno Gatto
Cc: Kris Gade
Subject: RE: DRAFT-RRC Chip Swap - Operation Sienna

Hi Guys, please find attached reviewed and approved copy. I will have a copy today but we can adjust if need be

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: Bal Bamra
Sent: Tuesday, January 12, 2016 9:57 AM
To: Bruno Gatto
Cc: Ross Alderson; Kris Gade
Subject: RE: DRAFT-RRC Chip Swap - Operation Sienna

Hi Bruno,

My comments included.

Thanks,
Bal

From: Bruno Gatto
Sent: Tuesday, January 12, 2016 9:25 AM
To: Bal Bamra
Cc: Kris Gade
Subject: FW: DRAFT-RRC Chip Swap - Operation Sienna

Hi Bal,

For your review/any changes. Kris has reviewed (please see the comments I made below in the email to Kris). After you have completed your review please forward to Ross for his review.

Thanks

Bruno

From: Bruno Gatto
Sent: January-12-16 8:51 AM
To: Kris Gade
Subject: DRAFT-RRC Chip Swap - Operation Sienna

Hi Kris,

Please see the attached Draft for the RRC chip swap. I also attached the Final version that was drafted in Sept. 2015 for comparison. There has been some changes from the Sept. 2015 version and I anticipate more changes by you, Ross and Bal, than what I have made in this draft version.

For your review/any changes.

Thanks

Bruno

Bruno Gatto
Assistant Manager – Investigations
Corporate Security & Compliance Division, BCLC

2940 Virtual Way, Vancouver, BC V5M 0A6
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bgatto@bclc.com

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Last year, more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.



**CORPORATE SECURITY & COMPLIANCE
OPERATIONAL PLAN**

FILE NAME: OPERATION SIENNA	DATE: January 11, 2016.	FILE NUMBER:
--------------------------------	----------------------------	--------------

BACKGROUND

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that has s 15(1)(c)(k)(l), s 21

The most recent s 15(1)(c)(k)(l) that was conducted on January 4, 2016, revealed a
s 15(1)(c)(k)(l)

OBJECTIVES

s 15(1)(c)(k)(l)

PROPOSED INVESTIGATIONAL SUMMARY

s 15(1), s 17(1)

OPERATIONAL PLAN (Continued)

s 15(1), s 17(1)

INTERPRETERS

It is anticipated that many that will be interviewed will require an interpreter to communicate with in either the Mandarin or Cantonese language. Access to an interpreter proficient in each of these languages will be required during all operational hours either by phone or available at the River Rock Casino to be physically present at the interviews.

1. First consideration is to be given to making a request for an interpreter to an on duty River Rock Manager to utilize a River Rock employee.
2. If a River Rock employee is not available in the language required the following option is available
Monday to Friday, day-shift hours:
Mandarin- s 22
Cantonese – s 22
3. As a last resort the services of Mosaic Translation Services can be utilized:

MOSAIC Translation Services:

Monday to Friday 8:00am - 5:30pm - 604-254-8022
Afterhours line - 5:30pm - 4:00am - 604-254-8617.

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When calling:

- a). Identify yourself and advise it is to be invoiced to BCLC Corporate Security and Compliance.
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Provide all information related to the use of the Mosaic to Kris Gade and Bruno Gatto.

OPERATIONAL PLAN (Continued)

OPERATION DURATION

A public announcement that those in possession of the RRC \$5000 chips have until January 31st 2016, to return the chips to the RRC in exchange for the cash value of the chips.

The period for returning the chips ends at midnight on January 31, 2016.

The announcement will indicate that if the chips are not returned before midnight of January 31, 2016, the chips will not be accepted by the RRC or any other casino in British Columbia and the chips will have no value.

INVESTIGATION TEAM MEMBERS

Project Leader: Ross ALDERSON

Project Team: Kris GADE, et al

OTHER STAKEHOLDERS PARTICIPATION

SERVICE PROVIDERS

- Although there is a Casino & Community Gaming Centres, Standards Policies and Procedures prohibiting accepting another facilities chips, s 15(1)(c)(k)(l) therefore a reminder can be circulated to other s 15(1)(c)(k)(l) Lower Mainland facilities regarding this policy.
- s 15(1), s 17(1)

GREAT CANADIAN GAMING CORPORATION

- For the duration of the project, Great Canadian Gaming Corporation (GCGC) will post notices throughout the RRC informing patrons of the initiative.
- Communication to RRC VIP Management regarding education into the process.
- s 15(1)(c)(k)(l)

OPERATIONAL PLAN (Continued)

s 15(1), s 17(1)



BCLC

- Marketing strategy.
- Internal communication for all staff awareness.

SUBMITTED BY

Bruno Gatto
Assistant Manager,
Casino Investigations

MANAGER'S COMMENTS

Kris Gade
Manager, Investigations

DIRECTOR'S COMMENTS

Kevin Sweeney
Director, Compliance and Investigations

DIRECTOR'S COMMENTS

Ross Alderson
Director, AML & Operational Analysis



CORPORATE SECURITY & COMPLIANCE OPERATIONAL PLAN

FILE NAME: OPERATION SIENNA	DATE: January 11, 2016.	FILE NUMBER:
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s 15(1)(c)(k)(l)

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s 15(1), s 17(1)

OPERATIONAL PLAN (Continued)

s 15(1), s 17(1)

OPERATIONAL PLAN (Continued)

s 15(1), s 17(1)

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Project Leader: Ross ALDERSON

Project Team: Kris GADE, et al

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s 15(1), s 17(1)

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OPERATIONAL PLAN (Continued)

s 15(1), s 17(1)

BCLC

- Marketing strategy.
- Internal communication for all staff awareness.

SUBMITTED BY

Bruno Gatto
Assistant Manager,
Casino Investigations

MANAGER'S COMMENTS

Kris Gade
Manager, Investigations

DIRECTOR'S COMMENTS

Kevin Sweeney
Director, Compliance and Investigations

DIRECTOR'S COMMENTS

Ross Alderson
Director, AML & Operational Analysis

From: Ross Alderson
To: Kevin Sweeney; Bruno Gatto; Bal Bamra
Cc: Kris Gade
Subject: RE: FINAL-RRC Chip Swap - Operation Sienna
Date: Tuesday, January 12, 2016 1:13:06 PM
Attachments: Jan 11 2016 Project - Operation Sienna -FINAL.docx

With accepted changes and added comments

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: Kevin Sweeney
Sent: Tuesday, January 12, 2016 1:00 PM
To: Bruno Gatto
Cc: Kris Gade; Ross Alderson
Subject: RE: FINAL-RRC Chip Swap - Operation Sienna

The only comment I have is there should be some mention of what our plans will be in the event someone attends after Feb 1 with old chip stock... s 15(1)(c)(k)(l), s 17(1)(c)

Kevin Sweeney, CRM
Director, Compliance & Investigations &
Interim Director, Information Privacy and Security
Corporate Security and Compliance Division, BCLC

T 604 228 3151 C s 17(1)

ksweeney@bclc.com

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Subject: RE: DRAFT-RRC Chip Swap - Operation Sienna

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Ross Alderson CAMS

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Cc: Ross Alderson; Kris Gade
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Bruno

Bruno Gatto

Assistant Manager – Investigations

Corporate Security & Compliance Division, BCLC

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CORPORATE SECURITY & COMPLIANCE OPERATIONAL PLAN

FILE NAME: OPERATION SIENNA	DATE: January 11, 2016.	FILE NUMBER:
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OBJECTIVES

s 15(1)(c)(k)(l)

PROPOSED INVESTIGATIONAL SUMMARY

s 15(1), s 17(1)

OPERATIONAL PLAN (Continued)

s 15(1), s 17(1)

OPERATIONAL PLAN (Continued)

s 15(1), s 17(1)

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OPERATIONAL PLAN (Continued)

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INVESTIGATION TEAM MEMBERS

Project Leader: Ross ALDERSON

Project Team: Kris GADE, et al

OTHER STAKEHOLDERS PARTICIPATION

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s 15(1), s 17(1)

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OPERATIONAL PLAN (Continued)

s 15(1), s 17(1)

BCLC

- Marketing strategy.
- Internal communication for all staff awareness.

SUBMITTED BY

Bruno Gatto
Assistant Manager,
Casino Investigations

MANAGER'S COMMENTS

Kris Gade
Manager, Investigations

DIRECTOR'S COMMENTS

Kevin Sweeney
Director, Compliance and Investigations

DIRECTOR'S COMMENTS

Ross Alderson
Director, AML & Operational Analysis

From: Bruno Gatto
To: Steve Beeksma; Jim Husler; s 22 Tom Caverly; Brandon Norgaard; David Slobodian
Cc: Kris Gade
Subject: FW: Chip SWap Operational Plan
Date: Wednesday, January 13, 2016 8:12:58 AM
Attachments: Jan 18 2016 Chip Swap Operation RRCR.docx

Hi All,

Please see the attached Ops. Plan that was provided to River Rock management after a meeting with them yesterday afternoon. At the meeting was s 22 s 22 and s 22 on the phone.

BCLC was: Kris Gade, Ross Alderson, Bal Bamra, Kevin Sweeney and me.

They were asked not to make it widely known about the project that starts on Monday Jan. 18th, and to limit the information internally on a 'Need to Know' basis only. The new chips are being delivered this morning.

The attached Ops. Plan is what we provided to RRC, I'll send you our internal version shortly.

Thanks

Bruno

From: Ross Alderson
Sent: January-12-16 4:47 PM
To: s 22 (s 22 riverrock.com); s 22 ; s 22
Cc: Kris Gade; Bruno Gatto; Kevin Sweeney; Bal Bamra
Subject: Chip SWap Operational Plan

As discussed

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bcl.com

From: [Bruno Gatto](#)
To: [Steve Beeksma](#); [Jim Husler](#); s 22 [Tom Caverly](#); [Brandon Norgaard](#); [David Slobodian](#)
Cc: [Kris Gade](#)
Subject: Jan. 18, 2016-RRC-Ops. Plan-Chip Swap
Date: Wednesday, January 13, 2016 8:41:46 AM
Attachments: [Jan 11 2016 Project - Operation Sienna -FINAL.pdf](#)

Hi All,

As mentioned in the previous email, I have attached the internal version of the Ops. Plan. Not too different, mainly some changes to language used.

Bruno

From: Ross Alderson
To: Garth Pieper; Brad Desmarais
Cc: Bal Bamra; Kevin Sweeney; Kris Gade; Rob Kroeker
Subject: Chip Stock
Date: Wednesday, January 13, 2016 9:43:59 AM
Attachments: 09 23 2015 Primary Chip Stock.doc
Jan 18 2016 Chip Swap Operation RRCR.DOCX

Hi Garth and Brad,

The Security team met with RRCR staff yesterday and they were informed of the January 18 'go live' date for the \$5K chip swap. The meeting went well in my opinion.

GPEB and BCLC Communications were also notified yesterday.

I have attached a copy of the ops plan that RRCR were provided with.

I have also attached a copy of the Chip stock document which was a result of Securities review late last year of BCLC's current chip stock practices. I am hoping that the Casino Division can review and provide any feedback.

One challenge I have found through this project is that s 15(1)(c)(k)(l)

While Security may identify anomalies through compliance reviews there s 15(1)(c)(k)(l), s 17(1)(c)

Can I ask the Casino Business unit work with other stake holders such as finance to formulate a process and action plan moving forward. I have previously mentioned this to Jennifer BARBOSA as well and she may also be able to assist in managing acceptable levels of risk.

As for this particular chip swap I would like to set acceptable s 15(1)(c)(k)(l) for RRCR before we go live. From all the prior discussions internally and with an industry expert there seems to be no given rule therefore what I propose s 13(1), s 15(1)(c)(k)(l), s 17(1)(c)

Appreciate your comments and feedback

Regards

Ross Alderson CAMS

Director, AML & Operational Analysis

Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) | 604 225 6488

ralderson@bcl.com

**CORPORATE SECURITY & COMPLIANCE****Decision Document**

Subject:	Primary Chip Stock
Issue Lead:	Manager Cash Alternatives & Special Projects
Submitted to:	Director AML & Operational Analysis

Decision Required

The need has been identified to build a process that establishes who the key accountability sits with to track the chip stock at each casino. Two reasons behind this is to ensure that BCLC is s 15(1)(c)(k)(l), s 17(1)

Situation

s 15(1)(c)(k)(l), s 21

Review Conducted

The following items were reviewed:

- Vendor Shipments of chips purchased since 2009;
- s 15(1)(l) entries from 2009 – 2013;
- s 15(1)(l) Primary Stock numbers after conversion;
- s 15(1)(c)(k)(l)

The following departments were interviewed:

- s 15(1)(l) personnel spoken to on how they determined primary stock numbers during the conversion
- Finance / Accounts Payable to ensure all vendor shipments were accounted for;
- Compliance on where the removal/destruction documents were located;
- Table Product Specialist to obtain vendor shipments and understand nominal stock;
- Manager of Business Operations to decipher the correct chip movement at River Rock;
- GCC Cage Director to obtain information on their end regarding chip movement.

s 15(1)(c)(k)(l), s 17(1)(c)

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Findings

- s 15(1)(c)(k)(l), s 17(1)(c)
- Finance and s 15(1)(k) have confirmed that when they converted sites to s 15(1)(l) they received their numbers from the SP, unless the site had recently converted their entire chip stock which in those cases, they just looked at the most recent addition and used that as the chip stock. This was applied to River Rock with their nominal chip stock from 2009.
- Finance has also confirmed that the only they have information around the destruction and removal of chips from what the Service Provider enters into the s 15(1)(l) system, now s 15(1)(l) they rely on the SP to be accurate in entering the information. Copies are kept by Compliance on the media tab in s 15(1)(l) No cross checking formally exists with this process.
- s 15(1)(l), documentation is provided in dollar value, not chip quantity amounts. Finance has stated that s 15(1)(c)(k)(l), s 17(1)(c), s 21



s 13(1), s 15(1), s 17(1)

Options

s 13(1), s 15(1), s 17(1)

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CORPORATE SECURITY & COMPLIANCE

Decision Document

s 13(1), s 15(1), s 17(1)

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Recommendations

s 13(1), s 15(1), s 17(1)

Next Steps

s 13(1), s 15(1), s 17(1)

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Appendix A

s 15(1), s 17(1), s 21

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Appendix B

s 15(1), s 17(1), s 21

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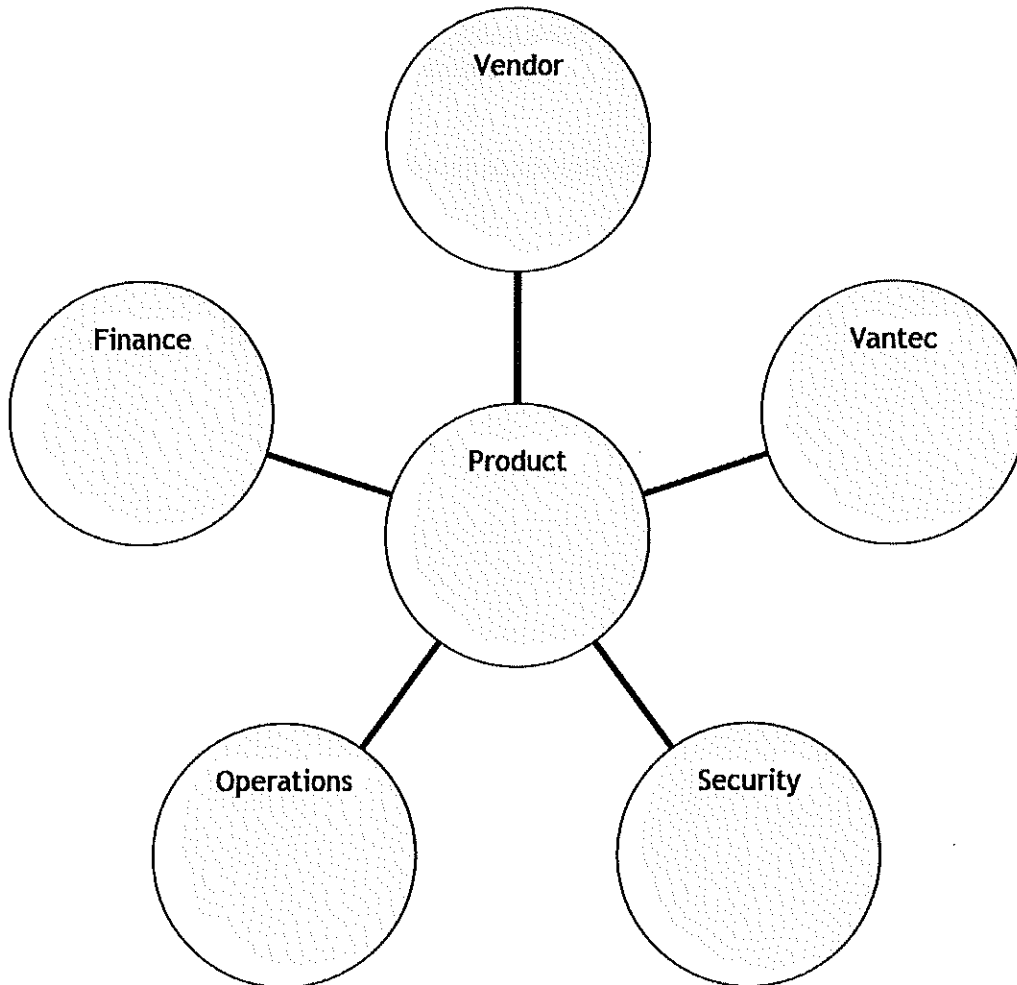


Appendix C

s 15(1), s 17(1)

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Appendix D

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CORPORATE SECURITY & COMPLIANCE OPERATIONAL PLAN

FILE NAME: Chip Swap Operation	DATE: January 18, 2016.	FILE NUMBER:
-----------------------------------	----------------------------	--------------

BACKGROUND

s 15(1)(c)(k)(l), s 21
s 15(1)(c)(k)(l), s 21

conducted by BCLC since January 1st 2015 has determined a
with a dollar value that has s 15(1)(c)(k)(l), s 21

The most recent s 15(1)(c)(k)(l)

that was conducted on January 4, 2016, revealed a s 15(1)(c)(k)(l)

OBJECTIVES

s 15(1)(c)(k)(l)

PROPOSED INVESTIGATIONAL SUMMARY

s 15(1), s 17(1)

OPERATIONAL PLAN (Continued)

s 15(1), s 17(1)

INTERPRETERS

It is anticipated that many that will be interviewed will require an interpreter to communicate with in either the Mandarin or Cantonese language. Access to an interpreter proficient in each of these languages will be required during all operational hours either by phone or available at the River Rock Casino to be physically present at the interviews.

1. First consideration is to be given to making a request for an interpreter to an on duty River Rock Manager to utilize a River Rock employee.
2. If a River Rock employee is not available in the language required BCLC options are available Monday to Friday, day-shift hours:

OPERATIONAL PLAN (Continued)

3. As a last resort the services of Mosaic Translation Services can be utilized:

MOSAIC Translation Services:

Monday to Friday 8:00am - 5:30pm - 604-254-8022

Afterhours line - 5:30pm - 4:00am - 604-254-8617.

Saturday/ Sunday/ Statutory Holidays – afterhours line - 604-254-8617.

OPERATION DURATION

A public announcement that those in possession of the RRC \$5000 chips have until midnight January 31st 2016 to return the chips to the RRC in exchange for the cash value of the chips.

The period for returning the chips ends at midnight on January 31, 2016.

The announcement will indicate that if the chips are not returned before midnight of January 31, 2016, the chips will not be accepted by the RRC or any other casino in British Columbia and the chips will have no value. Any persons wishing to return with 'old' chips after midnight on January 31, 2016 will be required to contact BCLC on 1-866-815-0222 or email BCLC through the BCLC.com Customer support portal <http://corporate.bclc.com/customer-support.html> to arrange to speak to a member of BCLC Corporate Security.

OTHER STAKEHOLDERS PARTICIPATION

SERVICE PROVIDERS

- Although there is a Casino & Community Gaming Centres, Standards Policies and Procedures prohibiting accepting another facilities chips, s 15(1)(c)(k)(l) therefore a reminder can be circulated to other Lower Mainland facilities regarding this policy.
s 15(1), s 17(1)

GREAT CANADIAN GAMING CORPORATION

- For the duration of the project, Great Canadian Gaming Corporation (GCGC) will post notices throughout the RRC informing patrons of the initiative.

OPERATIONAL PLAN (Continued)

- Communication to RRC VIP Management regarding education into the process.
- s 15(1)(c)(k)(l)

s 15(1), s 17(1)

BCLC

- Marketing strategy.
- Internal communication for all staff awareness.

GPEB/GOVT

- Communication

SUBMITTED BY

s 22

Ross Alderson
Director, AML & Operational Analysis

From: Bruno Gatto
To: s 22 Steve Beeksma; Jim Husler
Cc: Kris Gade; Ross Alderson
Subject: RE: s 15(1)(b) Documenting RE: Jan. 18, 2016-RRC-Ops. Plan-Chip Swap
Date: Thursday, January 14, 2016 12:31:51 PM

Thanks Jerome. See my comments below in red.

From: s 22
Sent: January-14-16 11:18 AM
To: Bruno Gatto; Steve Beeksma; Jim Husler
Subject: RE: s 15(1)(b) Documenting RE: Jan. 18, 2016-RRC-Ops. Plan-Chip Swap

Good Morning Bruno,

Looks good to us.

For the Supplementals we'll use a title line in similar to the s 15(1)(l) to make it easier to identify who's involved, ie

s 15(1)

That's for the investigator interviews. **Good, I'll include this.**

s 15(1)(c)(k)(l), s 17(1)(c)

, **Yes, please coordinate with s 22 as details of this was not discussed in the meeting.**

s 15(1)(c)(k)(l), s 17(1)(c)

Thanks,
Jerome

From: Bruno Gatto
Sent: Thursday, January 14, 2016 9:50 AM
To: Steve Beeksma; Jim Husler; s 22
Subject: s 15(1)(b) Documenting RE: Jan. 18, 2016-RRC-Ops. Plan-Chip Swap

Hi Guys,
Please have a look at the below direction before I send out to all. Do I have enough information?
Please let me know what else I should include.

Hi All,

Follow up to the discussion at the meeting yesterday about documenting chip returns.

s 15(1)(l) has been created.

s 15(1)(c)(k)(l), s 17(1)(c)

Thanks

Bruno

From: Bruno Gatto

Sent: January-13-16 3:07 PM

To: Brandi Chan; Brandon Norgaard; Brian Stephens; Craig Morphet; David Slobodian; s 22
Jim Husler; John Bressette; John Ramsay; Mike Hiller; Steve Beeksma; Stone Lee; Tom
Caverly; Tom Plante

Cc: Kris Gade

Subject: Jan. 18, 2016-RRC-Ops. Plan-Chip Swap

Hi All

As mentioned at the meeting today, please see the attached Operational Plan.

Thanks

Bruno

Subject: River Rock^s 15(1)(c)(k)(l)
Importance: High

Hi Bal / Laird

As per request from Bal, I have ordered a s 15(1)(c)(k)(l)
(ordered in July 2015).

s 15(1)(c)(k)(l)

It will ship out tomorrow with overnight priority. The

s 15(1)(c)(k)(l)

Customs delay that

cannot be controlled.

s 15(1)(c)(k)(l)

Attention: Laird Robinson.

Regards,
Danny

This email is intended only for the addressee. It may contain confidential or proprietary information that cannot be disclosed without BCLC's permission. If you have received this email in error, please notify the sender immediately and delete the email.

Regards,
Danny

From: Bruno Gatto
To: s 22 Steve Beeksma; Jim Husler; Brandon Norgaard; Tom Caverly
Cc: Kris Gade; Ross Alderson
Subject: RE s 15(1)(b) Documenting RE: Jan. 18, 2016-RRC-Ops. Plan-Chip Swap
Date: Thursday, January 14, 2016 2:47:34 PM

Hi All,

Follow up to the discussion at the meeting yesterday about documenting chip returns.

s 15(1)(l) has been created.

s 15(1)(c)(k)(l), s 17(1)(c)

Thanks

Bruno

From: Bruno Gatto
Sent: January-13-16 3:07 PM
To: Brandi Chan; Brandon Norgaard; Brian Stephens; Craig Morphet; David Slobodian; s 22
Jim Husler; John Bressette; John Ramsay; Mike Hiller; Steve Beeksma; Stone Lee; Tom
Caverly; Tom Plante
Cc: Kris Gade
Subject: Jan. 18, 2016-RRC-Ops. Plan-Chip Swap

Hi All

As mentioned at the meeting today, please see the attached Operational Plan.

Thanks

Bruno

From: [Kevin Sweeney](#)
To: [Ross Alderson](#)
Subject: FW: Chips back to PGF
Date: Thursday, January 14, 2016 3:03:46 PM
Attachments: [Temporary Procedure for River Rock.docx](#)

Can you put this together for RRCR to use as part of their chip swap?

You can add that It is a temporary procedure and will be reviewed by our Compliance officers for compliance. BCLC can rescind this temporary policy at any point.

Kevin Sweeney, CRM
Director, Compliance & Investigations &
Interim Director, Information Privacy and Security
Corporate Security and Compliance Division, BCLC

T 604 228 3151 C s 17(1)

ksweeney@bclc.com

From: Bal Bamra
Sent: Wednesday, January 13, 2016 9:36 AM
To: Kevin Sweeney
Cc: Ross Alderson
Subject: RE: Chips back to PGF

Hi Kevin,

Let me know what you think...I've referenced s 15(1)(l) reporting and the abandoned chips in the document.

Thanks,
Bal

From: Kevin Sweeney
Sent: Wednesday, January 13, 2016 8:59 AM
To: Bal Bamra
Subject: RE: Chips back to PGF

Hey Bal,

This looks good.. Can you put the "temporary procedure" in a different style document so as not to confuse the Service Provider that this is a draft? In addition at the end of the procedure or wherever you see fit can you add a comment on what we discussed this AM...

Kevin Sweeney, CRM

Director, Compliance & Investigations &
Interim Director, Information Privacy and Security
Corporate Security and Compliance Division, BCLC

T 604 228 3151 C s 17(1)

ksweeney@bcl.com

From: Bal Bamra
Sent: Wednesday, January 13, 2016 7:07 AM
To: Kevin Sweeney
Subject: Chips back to PGF

Hi Kevin,

This is what Daryl and I worked on for a quick fix way back in October. It may help in drafting temporary policy/directive for River Rock now.

Thanks,
Bal

From: Ross Alderson
To: s 22 s 22 ; s 22 { s 22 riverrock.com)
Cc: Kevin Sweeney; Kris Gade; Bal Bamra; Bruno Gatto; Laird Robinson; Daryl Tottenham; Laurie Stewart; Don Chow; Robert Grinam; Steve Beeksma; s 22 Jim Husler
Subject: Chips back to PGF
Date: Thursday, January 14, 2016 4:00:38 PM
Attachments: DIRECTION TO RIVER ROCK CASINO RESORT REs 15(1)(c)(k)(l)
Importance: High

Hi folks,

As discussed on Tuesday, BCLC will afford a s 15(1)(c)(k)(l)

The details are in the enclosed document.

Please feel free to reach out to the investigators and/or compliance officers at RRCR for direction/questions

Regards

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: s 22
To: Danny Chang; s 22
Subject: RE: River Rock^{s 15(1)(c)(k)(l)}
Date: Friday, January 15, 2016 11:39:16 AM

Danny:

I have just received the tracking number s 15(1)(c)(k)(l)

Thank*")

.....*")
(.....* you! *

s 22 | s 22 | s 22 gpigaming.com
| Main +702-598-2400 | s 22 | fax +702-598-2497
GAMING PARTNERS INTERNATIONAL | gpigaming.com

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From: Danny Chang [mailto:DChang@BCLC.com]
Sent: Friday, January 15, 2016 11:28 AM
To: s 22 s 22
Subject: FW: River Rock^{s 15(1)(c)(k)(l)}

Fyi on my internal comm.

Danny

From: Danny Chang
Sent: Friday, January 15, 2016 11:27 AM
To: Bal Bamra; Laird Robinson
Cc: Ross Alderson; Bill Boyd; Jim Husler; Don Chow; Laurie Stewart; Darren Jang; Julianne Joe; Steven Soo
Subject: RE: River Rock^{s 15(1)(c)(k)(l)}

Hi

Please be advised that the s 15(1)(c)(k)(l)

s 15(1)(c)(k)(l)

I will provide the tracking number once received.

s 15(1)(c)(k)(l)
Monday or Tuesday.

to the attention of Laird R on

Regards,
Danny

From: Danny Chang
Sent: Thursday, January 14, 2016 2:40 PM
To: Bal Bamra; Laird Robinson
Cc: Bill Boyd; Jim Husler; Don Chow; Laurie Stewart; Darren Jang; Steven Soo
Subject: River Rock^{s 15(1)(c)(k)(l)}
Importance: High

Hi Bal / Laird

As per request from Bal, I have ordered a s 15(1)(c)(k)(l)
(ordered in July 2015).

s 15(1)(c)(k)(l) It will ship out tomorrow with overnight priority. The
s 15(1)(c)(k)(l) Customs delay that
cannot be controlled.

s 15(1)(c)(k)(l) Attention: Laird Robinson.

Regards,
Danny

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You're right...out of them for the week. Actually unless I specify something in particular^{s 15(1)(c)(k)(l)}

(,.,' (,.,' * *you!* *

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Yes, I ask you all the time.

I have just received the tracking number s 15(1)(c)(k)(l)

...*) ...*)

(,.,. (,.,. * you! *

s 22 | s 22 | s 22 gpigaming.com
| Main +702-598-2400 | s 22 | fax +702-598-2497
GAMING PARTNERS INTERNATIONAL | gpigaming.com

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From: Danny Chang [<mailto:DChang@BCLC.com>]
Sent: Friday, January 15, 2016 11:28 AM
To: s 22 s 22
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To: Bal Bamra; Laird Robinson
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Subject: RE: River Rock^{s 15(1)(c)(k)(l)}

Hi

Please be advised that the s 15(1)(c)(k)(l)

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s 15(1)(c)(k)(l)
Monday or Tuesday.

to the attention of Laird R on

Regards,
Danny

From: Ross Alderson
To: Bill Boyd; Jim Husler; Don Chow; Laurie Stewart; Darren Jang; Steven Soo; Danny Chang; Kris Gade; Bruno Gatto
Cc: Brad Desmarais; Rob Kroeker; Garth Pieper
Subject: RE: s 15(1)(c)(k)(l) Update
Date: Friday, January 15, 2016 1:07:42 PM
Importance: High

Hi Guys,

I just met with Danny and Bal

The direction I gave is that we need to do everything we can so this chip swap moves ahead as planned Monday.

There are a number of stakeholders involved in this, including Government.

As I stated to Danny we need to get the data TODAY, whether that is through electronic means ,or someone physically hopping on a plane s 15(1)(c)(k)(l)

I understand that there is now s 15(1)(c)(k)(l) however we will not know that until we have a new one. That being the case everything should be done TODAY to have GPI IT support asap.

I am meeting again at 1.30 pm with Bal and Danny for an update.

Please treat as URGENT and that this direction is supported by executive.

Many thanks

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bcllc.com

From: Bal Bamra
Sent: Friday, January 15, 2016 11:35 AM
To: Ross Alderson
Subject: FW: s 15(1)(c)(k)(l) Update

fyi

From: Nathan Erickson
Sent: Friday, January 15, 2016 11:35 AM
To: Bal Bamra; Laird Robinson
Cc: Bill Boyd; Jim Husler; Don Chow; Laurie Stewart; Darren Jang; Steven Soo
Subject: s 15(1)(c)(k)(l) Update

Hello,

s 22 vice president of sales at GPI, has informed me that the IT resource is currently out
s 22

Rob will phone the s 15(1)(l) and determine if a support meeting today or over the weekend

is possible. He will also call the s 15(1)(c)(k)(l)

for further information.

I'll keep you updated,

Nathan Erickson

Senior Technical Analyst, Gaming Solutions
BCLC, 74 West Seymour Street, V2C 1E2
T 250-852-5367

From: Bruno Gatto
To: Steve Beeksmas; s 22
Subject: FW: s 15(1)(c)(k)(l) Update
Date: Friday, January 15, 2016 1:10:52 PM
Importance: High

Hi Steve and Jerome; FYI.
Bruno

From: Ross Alderson
Sent: January-15-16 1:08 PM
To: Bill Boyd; Jim Husler; Don Chow; Laurie Stewart; Darren Jang; Steven Soo; Danny Chang; Kris Gade; Bruno Gatto
Cc: Brad Desmarais; Rob Kroeker; Garth Pieper
Subject: RE: s 15(1)(c)(k)(l) Update
Importance: High

Hi Guys,
I just met with Danny and Bal
The direction I gave is that we need to do everything we can so this chip swap moves ahead as planned Monday.
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Ross Alderson CAMS

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T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bcllc.com

From: Bal Bamra
Sent: Friday, January 15, 2016 11:35 AM
To: Ross Alderson
Subject: FW: s 15(1)(c)(k)(l) Update

fyi

From: Nathan Erickson
Sent: Friday, January 15, 2016 11:35 AM

To: Bal Bamra; Laird Robinson
Cc: Bill Boyd; Jim Husler; Don Chow; Laurie Stewart; Darren Jang; Steven Soo
Subject: s 15(1)(c)(k)(l) Update

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s 22

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is possible. He will also call the s 15(1)(c)(k)(l) for further information.

I'll keep you updated,

Nathan Erickson
Senior Technical Analyst, Gaming Solutions
BCLC, 74 West Seymour Street, V2C 1E2
T 250-852-5367

From: Bruno Gatto
To: Steve Beeksma; s 22 Jim Husler
Subject: FW: s 15(1)(c)(k)(l) Update
Date: Friday, January 15, 2016 1:37:12 PM

An FYI only.

Bruno

From: Bal Bamra
Sent: January-15-16 1:36 PM
To: Ross Alderson; Danny Chang
Cc: Darren Jang; Kris Gade; Bruno Gatto
Subject: RE: s 15(1)(c)(k)(l) Update

I can do that.

From: Ross Alderson
Sent: Friday, January 15, 2016 1:35 PM
To: Danny Chang; Bal Bamra
Cc: Darren Jang; Kris Gade; Bruno Gatto
Subject: RE: s 15(1)(c)(k)(l) Update

OK, I should have access for them to s 15(1)(l) in the next ½ hour.

Can someone reach out to the site and advise we are working on having the information today

Thanks

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bcllc.com

From: Danny Chang
Sent: Friday, January 15, 2016 1:34 PM
To: Ross Alderson; Bal Bamra
Cc: Darren Jang
Subject: RE: s 15(1)(c)(k)(l) Update

Thanks....just re-connecting with them now.

I will provide update as soon as I can.

Dan

From: Ross Alderson

Sent: Friday, January 15, 2016 1:15 PM
To: Danny Chang; Bal Bamra
Cc: Darren Jang
Subject: RE: s 15(1)(c)(k)(l) Update

Danny. I can give them access to s 15(1)(l)

Here is s 15(1)(l)

s 15(1)(l)

Standby and I will provide s 15(1)(l)

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bcllc.com

From: Danny Chang
Sent: Friday, January 15, 2016 1:14 PM
To: Ross Alderson; Bal Bamra
Cc: Darren Jang
Subject: s 15(1)(c)(k)(l) Update

Hi

I just got off the phone with GPI.

I have advised that we WILL require s 15(1)(c)(k)(l) by Saturday. Told them to pull out all the stops.

We will accept the s 15(1)(c)(k)(l) guaranteed delivery on Saturday, etc.....even getting someone to fly it up here.

I will get a response soon.

Regards,
Danny

From: Don Chow
To: Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22
s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)
Date: Friday, January 15, 2016 3:32:07 PM

Thanks for the information Danny.

I've already informed the SP Cage Manager s 15(1)(c)(k)(l) is expected tonight sometime.

Ross: s 15(1)(c)(k)(l) can you please drop this off at the Main Cage and have it sealed in an envelope addressed to the: Cage Shift Manager

Nathan: I will be letting the SP know that you will be available for support tomorrow morning at 8AM to help with the s 15(1)(c)(k)(l)

Regards,

Don

From: Danny Chang
Sent: Friday, January 15, 2016 3:18 PM
To: Bal Bamra; Don Chow; Laurie Stewart; Nathan Erickson
Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22
s 22
Subject: FW: TASK146270 - s 15(1)(l) (External)
Importance: High

Hi All

Please be advised that we have received the s 15(1)(c)(k)(l)

Ross will be s 15(1)(c)(k)(l) to River Rock after it is completed. Don Chow, please advise anyone from your team or the River Rock team that needs to be notified.

Note that s 22 will be GPI's IT support on Monday. Please connect with s 22 to advise if his support is required earlier.

Regards,
Danny

From: s 22 [mailto: s 22 gpigaming.com]

Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

done right away.

s 22 will be available on Monday for the IT support and he will reach out to you to schedule the time.

Thank*")

(*you!* * *you!* *

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Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

We will be s 15(1)(c)(k)(l) know.

Thank")*

(, , ' (, , ' * you! *

s 22 | s 22 | s 22 gpigaming.com

| Main +702-598-2400 | s 22 | fax +702-598-2497
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From: Danny Chang [<mailto:DChang@BCLC.com>]
Sent: Friday, January 15, 2016 2:38 PM
To: Ross Alderson; s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Thank you Ross and

once you receive the s 15(1)(c)(k)(l) please notify Ross
and myself so that our next steps can begin.

Regards,
Danny

From: Ross Alderson
Sent: Friday, January 15, 2016 2:34 PM
To: s 22 (s 22 gpigaming.com)
Cc: Danny Chang
Subject: FW: TASK146270 - s 15(1)(l) (External)

s 15(1)(c)(k)(l)

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

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From: Nathan Erickson
To: Don Chow; Danny Chang; Bal Bamra; Laurie Stewart
Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)
Date: Friday, January 15, 2016 3:34:39 PM

Thanks Don,

I'll be here tomorrow at 8am.

Cheers,

Nathan Erickson
Sr Technical Analyst
T 250-852-5367

From: Don Chow
Sent: Friday, January 15, 2016 3:32 PM
To: Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

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From: Danny Chang
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To: Bal Bamra; Don Chow; Laurie Stewart; Nathan Erickson
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Importance: High

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Danny

From: s 22 [mailto: s 22 gpigaming.com]
Sent: Friday, January 15, 2016 3:00 PM
To: Danny Chang; Ross Alderson; s 22
Cc: s 22 s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

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Thank*")

..*")..*")
(..* you! *

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| Main +702-598-2400 | s 22 | fax +702-598-2497
GAMING PARTNERS INTERNATIONAL | gpigaming.com

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From: s 22
Sent: Friday, January 15, 2016 2:53 PM
To: 'Danny Chang'; Ross Alderson
Cc: s 22 s 22 s 22 (gpigaming.com); s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

We will be s 15(1)(c)(k)(l) momentarily. As soon as it is complete I will let you know.

Thank*")

.....*")*")
(.....* you! *

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From: Danny Chang [mailto:DChang@BCLC.com]
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To: Ross Alderson; s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

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To: s 22 (s 22 gpigaming.com)
Cc: Danny Chang
Subject: FW: TASK146270 - s 15(1)(l) (External)

s 15(1)(c)(k)(l)

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bcl.com

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To: Don Chow; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)
Date: Friday, January 15, 2016 3:36:06 PM

Will do. I have s 15(1)(c)(k)(l) IT are helping me with that as my
s 15(1)(c)(k)(l) Once done I will transit to RRCR. Appreciate if the site can be
advised.

Ross Alderson CAMS

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ralderson@bclbc.com

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Sent: Friday, January 15, 2016 3:32 PM
To: Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22
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Regards,
Danny

From: s 22 [mailto:s 22 gpigaming.com]
Sent: Friday, January 15, 2016 3:00 PM
To: Danny Chang; Ross Alderson; s 22
Cc: s 22 s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

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Thank*")

..*")..*")
(..* you! *

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From: s 22
Sent: Friday, January 15, 2016 2:53 PM
To: 'Danny Chang'; Ross Alderson
Cc: s 22 s 22 s 22 (gpigaming.com); s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

We will be s 15(1)(c)(k)(l) momentarily. As soon as it is complete I will let you know.

Thank"*

.....")*)
(.....* you! **

s 22 | s 22 | s 22 gpigaming.com
| Main +702-598-2400 | s 22 | fax +702-598-2497
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Sent: Friday, January 15, 2016 2:38 PM
To: Ross Alderson; s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

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Sent: Friday, January 15, 2016 2:34 PM
To: s 22 (s 22 gpigaming.com)

Cc: Danny Chang

Subject: FW: TASK146270 - s 15(1)(l)

(External)

s 15(1)(c)(k)(l)

Ross Alderson CAMS

Director, AML & Operational Analysis

Corporate Security and Compliance Division, BCLC

2940 Virtual Way, Vancouver, BC, V5M 0A6

T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bcl.com

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From: s 22
To: Danny Chang
Subject: FW: TASK146270 -s 15(1)(l) (External)
Date: Friday, January 15, 2016 3:50:15 PM

Just in case you get a wildly weeping call from Ross or someone and s 15(1)(c)(k)(l)
feel free to give me a call on my cell. You should have the number, but just in
case ... s 22

Cross your fingers. ☺

Thank*")

.....*")*")
(.....* you! *

s 22 | s 22 | s 22 gpigaming.com
| Main +702-598-2400 | s 22 | fax +702-598-2497
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From: Ross Alderson [mailto:RAlderson@BCLC.com]
Sent: Friday, January 15, 2016 3:36 PM
To: Don Chow; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Will do. I have s 15(1)(c)(k)(l) IT are helping me with that as my
s 15(1)(c)(k)(l) Once done I will transit to RRCR. Appreciate if the site can be
advised.

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T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: Don Chow
Sent: Friday, January 15, 2016 3:32 PM
To: Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com);
Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks for the information Danny.

I've already informed the SP Cage Manager s 15(1)(c)(k)(l) is expected tonight sometime.

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Nathan: I will be letting the SP know that you will be available for support tomorrow morning at 8AM to help with the s 15(1)(c)(k)(l)

Regards,

Don

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To: Bal Bamra; Don Chow; Laurie Stewart; Nathan Erickson
Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com);
Subject: FW: TASK146270 - s 15(1)(l) (External)
Importance: High

Hi All

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Regards,
Danny

From: s 22 [[mailto: s 22 gpigaming.com](mailto:s 22 gpigaming.com)]

Subject: RE: TASK146270 - s 15(1)(l) (External)

s 22 | s 22 | s 22 gpigaming.com

| Main +702-598-2400 | s 22 | fax +702-598-2497
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From: Danny Chang [<mailto:DChang@BCLC.com>]
Sent: Friday, January 15, 2016 2:38 PM
To: Ross Alderson; s 22
Subject: RE: TASK146270 - s 15(1)(I) (External)

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Sent: Friday, January 15, 2016 2:34 PM
To: s 22 (s 22 gpigaming.com)
Cc: Danny Chang
Subject: FW: TASK146270 - s 15(1)(I) (External)

s 15(1)(c)(k)(I)

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
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Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22

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Regards,

Danny

~..~*~)~..~*~)
(..~*you!*

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| Main +702-598-2400 | s 22 | fax +702-598-2497
GAMING PARTNERS INTERNATIONAL | gpigaming.com

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s 15(1)(c)(k)(l)

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From: [Karen Gray](#)
To: [Danny Chang](#); [Darren Jang](#)
Subject: Re: River Rock - chip swap
Date: Friday, January 15, 2016 4:25:36 PM

Thanks Danny.

s 15(1)

From: Danny Chang
Sent: Friday, January 15, 2016 3:33 PM
To: Karen Gray; Darren Jang
Subject: River Rock - chip swap

Hi Karen/Darren

As mentioned, there has been some hiccups with the preparation of Monday's (Jan. 18th) chip swap at River Rock. I was just advised of the plan when issues were discovered yesterday.

s 15(1)(c)(k)(l)

I will keep my eyes posted on my BB this weekend as the preparation continues through this weekend. There are no action steps required from Table team or requests other than getting
s 15(1)(c)(k)(l)

I will follow this email with some communication that has taken place today just as fyi.....keeping you guys in the loop.

Regards,
Danny

s 15(1)(c)(k)(l)

Once done I will transit to RRCR. Appreciate if the site can be advised.

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: Don Chow

Sent: Friday, January 15, 2016 3:32 PM

To: Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson

Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22

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Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: Don Chow
Sent: Friday, January 15, 2016 3:32 PM
To: Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks for the information Danny.

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Ross: s 15(1)(c)(k)(l) can you please drop this off at the Main Cage and have it sealed
in an envelope addressed to the: Cage Shift Manager

Nathan: I will be letting the SP know that you will be available for support tomorrow morning at
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Importance: High

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From: s 22 [mailto: s 22 gpigaming.com]
Sent: Friday, January 15, 2016 3:00 PM
To: Danny Chang; Ross Alderson; s 22
Cc: s 22 s 22 s 22 s 22
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Thank*")

..'.*") ..'.*)
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GAMING PARTNERS INTERNATIONAL | gpigaming.com

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Date: Friday, January 15, 2016 5:01:57 PM

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From: [Ross Alderson](#)
To: [Rob Kroeker](#)
Cc: [Kevin Sweeney](#)
Subject: Chip redemption
Date: Friday, January 15, 2016 5:17:25 PM
Attachments: [Dec 18 Letter to RRRCR res 22](#) pdf

Hi Rob,

As I mentioned yesterday wanted to get your opinion on the following issues and confirm the appropriate course of action.

As you know I met with GCGC staff on Tuesday to notify them of the chip swap scheduled for Jan 18th, 2015.

I had a phone call yesterday afternoon from s 22 in regards to two players from RRRCR.

s 13(1), s 15(1), s 22

s 13(1), s 15(1), s 22

I appreciate any feedback and I hope to provide some direction next week.

Regards

Ross Alderson CAMS

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ralderson@bclc.com

18 December 2015

RE: BCLC Direction to River Rock Casino Resort (RRCR) regarding patrons 22

Attention: Pat ENNIS, Director Surveillance, Great Canadian Gaming

Dear Pat,

s 15(1), s 22



74 West Seymour Street
Kamloops, BC V2C 4E2

T 250.828.5500
F 250.828.5631

2940 Virtual Way
Vancouver, BC V5M 0A6

T 604.215.0649
F 604.225.6424
E info@bclbc.com

I greatly appreciate your cooperation and understanding. Please contact me directly should you wish to discuss further.

Regards
s 22

Ross Alderson
BCLC Director Anti-Money Laundering & Operational Analysis

Cc: Brad Desmarais, Vice President, Casino & Community Gaming, BC
Rob Kroeker, Vice President, Corporate Security & Compliance, BC

From: Don Chow
To: Ross Alderson; s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
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Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: Re: TASK146270 - s 15(1)(l) (External)
Date: Saturday, January 16, 2016 10:04:14 AM

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s 15(1)

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Danny

From: s 22 [mailto:s 22 gpigaming.com]
Sent: Friday, January 15, 2016 3:00 PM
To: Danny Chang; Ross Alderson; s 22
Cc: s 22 s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

The file upload has been completed. The file name is s 15(1)(c)(k)(l) Ideally this should be done right away.

s 22 will be available on Monday for the IT support and he will reach out to you to schedule the time.

Thank")*

(³ ² ¹ ⁰ * ⁰ ¹ ² ³) ³ ² ¹ ⁰ ⁰ ¹ ² ³)
 (³ ² ¹ ⁰ ⁰ ¹ ² ³) * you! *

s 22 | s 22 | s 22 gpigaming.com
| Main +702-598-2400 | s 22 | fax +702-598-2497
GAMING PARTNERS INTERNATIONAL | gpigaming.com

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From: s 22
Sent: Friday, January 15, 2016 2:53 PM
To: 'Danny Chang'; Ross Alderson
Cc: s 22 s 22 s 22 (gpigaming.com); s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

We will be s 15(1)(c)(k)(l) momentarily. As soon as it is complete I will let you know.

(,.,' (,.,' * you! *

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From: Bruno Gatto
To: Steve Beeksma; s 22 Tom Caverly; Brandon Norgaard
Cc: Kris Gade; Jim Husler; David Slobodian; Stone Lee; Brian Stephens; Tom Plante; John Ramsay; Craig Morphet;
Mike Hiller; John Bressette
Subject: Fw: TASK146270 - s 15(1)(l) (External)
Date: Saturday, January 16, 2016 12:29:25 PM

Hi All,

FYI.

Presently on track for Project Sienna to start on schedule.

Bruno

s 15(1)

From: Don Chow <DChow@BCLC.com>
Sent: Saturday, January 16, 2016 10:04 AM
To: Ross Alderson; ' s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: Re: TASK146270 - s 15(1)(l) (External)

Seems all is well. The SP should be finished with the s 15(1)(c)(k)(l) by noon.

s 15(1)

From: Don Chow
Sent: Friday, January 15, 2016 5:01 PM
To: Ross Alderson; ' s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Will do

From: Ross Alderson
Sent: Friday, January 15, 2016 5:01 PM
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Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks Don.

If there are any issues s 15(1)(c)(k)(l) please let me know at the earliest opportunity, likewise if it goes smoothly.

Regards and thanks to all for their help today

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: Don Chow
Sent: Friday, January 15, 2016 4:59 PM
To: s 22 Ross Alderson; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

The time of the install is for tomorrow (Sat) morning at 8AM PST.

From: s 22 [mailto:s 22 gpigaming.com]
Sent: Friday, January 15, 2016 3:59 PM
To: Ross Alderson; Don Chow; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

Our Global of Product Support & Services, s 22 is currently s 22
and cannot respond to any informational requests at this time.
However please respond to this email with a time for the install and he will be
available. Also please see the attached document. You will find it to be very helpful.

Thank*")

.....*")*)
(.....*) *you! *

s 22 | s 22 | s 22 gpigaming.com
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GAMING PARTNERS INTERNATIONAL | gpigaming.com

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From: Ross Alderson [mailto:RAlderson@BCLC.com]
Sent: Friday, January 15, 2016 3:36 PM
To: Don Chow; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Will do. I have s 15(1)(c)(k)(l)
s 15(1)(c)(k)(l)
advised.

IT are helping me with that as my
Once done I will transit to RRCR. Appreciate if the site can be

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bcl.com

From: Don Chow

Sent: Friday, January 15, 2016 3:32 PM

To: Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson

Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22

Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks for the information Danny.

I've already informed the SP Cage Manager s 15(1)(c)(k)(l) is expected tonight sometime.

Ross: s 15(1)(c)(k)(l) can you please drop this off at the Main Cage and have it sealed in an envelope addressed to the: Cage Shift Manager

Nathan: I will be letting the SP know that you will be available for support tomorrow morning at 8AM to help with the s 15(1)(c)(k)(l)

Regards,

Don

From: Danny Chang

Sent: Friday, January 15, 2016 3:18 PM

To: Bal Bamra; Don Chow; Laurie Stewart; Nathan Erickson

Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22

Subject: FW: TASK146270 - s 15(1)(l) (External)

Importance: High

Hi All

Please be advised that we have received the s 15(1)(c)(k)(l)

Ross will be s 15(1)(c)(k)(l) to River Rock after it is completed. Don Chow, please advise anyone from your team or the River Rock team that needs to be notified.

momentarily. As soon as it is complete I will let you

(*you!* * *you!* *

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Thank you Ross and

Regards,
Danny

s 15(1)(c)(k)(l)

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
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ralderson@bcllc.com

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From: Kris Gade
To: Ross Alderson; Bruno Gatto; Kevin Sweeney; Daryl Tottenham; Bal Bamra
Subject: Re: Chip swap
Date: Saturday, January 16, 2016 12:29:52 PM

Copy that... Thanks Ross...

Kris Gade, CAMS
Manager, Investigations
Corporate Security and Compliance Division, BCLC

2940 Virtual Way, Vancouver BC. V5M 0A6

T 604 228 3011 C s 17(1)

kgade@bclc.com

bclc.com

From: Ross Alderson
Sent: Saturday, January 16, 2016 11:30
To: Bruno Gatto; Kris Gade; Kevin Sweeney; Daryl Tottenham; Bal Bamra
Subject: Fw: Chip swap

Fyi

In case anyone contacts you regarding the decrease in the number of new chip stock v existing chip stock.

I just called Laurie and discussed and left a VM with ^{s 22} and basically referred RRCR to casino Ops and product to discuss any concerns they may run out of chips.
s 15(1)(c)(k)(l), s 17(1)(c)

This is not Security issue but invariably we get contacted so just a heads up.

From: Ross Alderson <RAlderson@BCLC.com>
Sent: Saturday, January 16, 2016 11:11 AM
To: Laurie Stewart; Don Chow; Andrew Williamson
Subject: Chip swap

Hi guys,

We have had feedback from RRCR that they are concerned they may not have enough new \$5k chips particularly for Chinese new year. s 15(1)(c)(k)(l), s 21

Andrew, I recall this decision was made very early on in the project based on operations analysis of s 15(1)(c)(k)(l) as well as consideration of the fact s 15(1)(c)(k)(l), s 21

I believe s 22 and s 22 are concerned so wanted to give you a heads up and it would probably be wise for someone from ops familiar with the original Analysis to reach out to RRCR to discuss.

Regards

Ross

From: Karen Gray
To: Danny Chang; Darren Jang
Subject: Fw: TASK146270 - s 15(1)(l) (External)
Date: Saturday, January 16, 2016 1:23:28 PM

Can you please give me the background on this ie s 15(1)(c)(k)(l), s 21 decision - for forwarding to Brad.

Thanks.

s 15(1)

From: Brad Desmarais <BDesmarais@bcllc.com>
Sent: Saturday, January 16, 2016 12:32 PM
To: Garth Pieper; Karen Gray
Subject: Fw: TASK146270 - s 15(1)(l) (External)

This may have been a product call - can you please advise as per below, Karen, if it was?

s 15(1)

From: Brad Desmarais <BDesmarais@bcllc.com>
Sent: Saturday, January 16, 2016 12:29
To: Ross Alderson; Rob Kroeker
Subject: Re: TASK146270 - s 15(1)(l) (External)

Thanks, Rob.

Garth: can you please get a hold of the rationale for the reduction in chips and let me know? I'm not sure what s 15(1)(c)(k)(l), s 21

Thanks!

s 15(1)

From: Ross Alderson
Sent: Saturday, January 16, 2016 10:57
To: Rob Kroeker
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Sure thing. I will reach out to Laurie Stewart

From: Rob Kroeker
Sent: Saturday, January 16, 2016 10:55 AM
To: Ross Alderson
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Sounds reasonable. Can we ask someone from Casino ops to contact s 22 to explain the rationale.

Brad - you may hear from s 22 on his.

Rob

s 15(1)

From: Ross Alderson
Sent: Saturday, January 16, 2016 10:53 AM
To: Rob Kroeker
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Hi Rob,

So that was a decision made very early in in the project by Casino operations. They did a fair
s 15(1)(c)(k)(l), s 21 and were comfortable ordering
the current volume of chips. One of the key factors was that the \$5k chips had been
s 15(1)(c)(k)(l), s 21

From: Rob Kroeker
Sent: Saturday, January 16, 2016 10:35 AM
To: Ross Alderson
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Hi Ross

Just to confirm we are good to proceed with the chip swap?

We still have the issue of s 15(1)(c)(k)(l), s 21

Any update on this issue?

Rob

s 15(1)

From: Ross Alderson
Sent: Saturday, January 16, 2016 10:14 AM
To: Don Chow; ' s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob
Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: Re: TASK146270 - s 15(1)(l) (External)

Great news. Thx Don

From: Don Chow

Sent: Saturday, January 16, 2016 10:04 AM

To: Ross Alderson; ^{s 22} Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; ^{s 22} ^{s 22} ^{s 22}
Subject: Re: TASK146270 - s 15(1)(l) (External)

Seems all is well. The SP should be finished with the s 15(1)(c)(k)(l) by noon.
^{s 15(1)}

From: Don Chow

Sent: Friday, January 15, 2016 5:01 PM

To: Ross Alderson; ^{s 22} Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; ^{s 22} ^{s 22} ^{s 22}
Subject: RE: TASK146270 - s 15(1)(l) (External)

Will do

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Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; ^{s 22} ^{s 22} ^{s 22}
Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks Don.

If there are any issues s 15(1)(c)(k)(l) please let me know at the earliest opportunity, likewise if it goes smoothly.

Regards and thanks to all for their help today

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C ^{s 17(1)} F 604 225 6488

ralderson@bclc.com

From: Don Chow

Sent: Friday, January 15, 2016 4:59 PM

To: ^{s 22} Ross Alderson; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; ^{s 22} ^{s 22} ^{s 22}
Subject: RE: TASK146270 - s 15(1)(l) (External)

The time of the install is for tomorrow (Sat) morning at 8AM PST.

From: ^{s 22} [mailto: ^{s 22} gpigaming.com]

Sent: Friday, January 15, 2016 3:59 PM

To: Ross Alderson; Don Chow; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson

Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

Our Global of Product Support & Services, s 22 is currently s 22
and cannot respond to any informational requests at this time.
However please respond to this email with a time for the install and he will be
available. Also please see the attached document. You will find it to be very helpful.

Thank**")

.....**")
(.....*you! *

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Subject: RE: TASK146270 - s 15(1)(l) (External)

Will do. I have s 15(1)(c)(k)(l) IT are helping me with that as my
s 15(1)(c)(k)(l) Once done I will transit to RRCC. Appreciate if the site can be
advised.

Ross Alderson CAMS

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Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks for the information Danny.

I've already informed the SP Cage Manager s 15(1)(c)(k)(l) is expected tonight sometime.

Ross: s 15(1)(c)(k)(l) can you please drop this off at the Main Cage and have it sealed in an envelope addressed to the: Cage Shift Manager

Nathan: I will be letting the SP know that you will be available for support tomorrow morning at 8AM to help with the s 15(1)(c)(k)(l)

Regards,

Don

From: Danny Chang
Sent: Friday, January 15, 2016 3:18 PM
To: Bal Bamra; Don Chow; Laurie Stewart; Nathan Erickson
Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22
Subject: FW: TASK146270 - s 15(1)(l) (External)
Importance: High

Hi All

Please be advised that we have received the s 15(1)(c)(k)(l)

Ross will be s 15(1)(c)(k)(l) to River Rock after it is completed. Don Chow, please advise anyone from your team or the River Rock team that needs to be notified.

Note that s 22 will be GPI's IT support on Monday. Please connect with s 22 to advise if his support is required earlier.

Regards,
Danny

From: s 22 [[mailto: s 22 gpigaming.com](mailto:s 22 gpigaming.com)]
Sent: Friday, January 15, 2016 3:00 PM
To: Danny Chang; Ross Alderson; s 22
Cc: s 22 s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

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From: Danny Chang [<mailto:DChang@BCLC.com>]
Sent: Friday, January 15, 2016 2:38 PM
To: Ross Alderson; s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Thank you Ross and

once you receive the s 15(1)(c)(k)(l) please notify Ross
and myself so that our next steps can begin.

Regards,
Danny

From: Ross Alderson
Sent: Friday, January 15, 2016 2:34 PM
To: s 22 (s 22 gpigaming.com)
Cc: Danny Chang
Subject: FW: TASK146270 - s 15(1)(l) (External)

s 15(1)(c)(k)(l)

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From: Karen Gray
To: Brad Desmarais
Cc: Garth Pieper; Darren Jang; Danny Chang
Subject: Re: TASK146270 - s 15(1)(l) (External)
Date: Saturday, January 16, 2016 2:50:05 PM

Hi Brad

I have emailed Darren for confirmation. I think this decision was made a few months ago by Product and Ops. My recollection is that s 15(1)(c)(k)(l), s 21

I am waiting for confirmation.

K

PS. I am out and my battery is about to die but will check in when I get home at 6

s 15(1)

From: Brad Desmarais
Sent: Saturday, January 16, 2016 12:32 PM
To: Garth Pieper; Karen Gray
Subject: Fw: TASK146270 - s 15(1)(l) (External)

This may have been a product call - can you please advise as per below, Karen, if it was?

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From: Brad Desmarais <BDesmarais@bcllc.com>
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Thanks, Rob.

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Thanks!

s 15(1)

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To: Rob Kroeker
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Sure thing. I will reach out to Laurie Stewart

From: Rob Kroeker
Sent: Saturday, January 16, 2016 10:55 AM
To: Ross Alderson
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Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

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Any update on this issue?

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Sent: Saturday, January 16, 2016 10:14 AM
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Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: Re: TASK146270 - s 15(1)(l) (External)

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Sent: Saturday, January 16, 2016 10:04 AM
To: Ross Alderson; ' s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: Re: TASK146270 - s 15(1)(l) (External)

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Will do

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The time of the install is for tomorrow (Sat) morning at 8AM PST.

From: s 22 [mailto:s 22 gpigaming.com]
Sent: Friday, January 15, 2016 3:59 PM
To: Ross Alderson; Don Chow; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

Our Global of Product Support & Services, s 22 is currently s 22
and cannot respond to any informational requests at this time.
However please respond to this email with a time for the install and he will be
available. Also please see the attached document. You will find it to be very helpful.

Thank*")

..*")..*")
(..* you! *

s 22 | s 22 | s 22 gpigaming.com
| Main +702-598-2400 | s 22 | fax +702-598-2497
GAMING PARTNERS INTERNATIONAL | gpigaming.com

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From: Ross Alderson [mailto:RAlderson@BCLC.com]
Sent: Friday, January 15, 2016 3:36 PM
To: Don Chow; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Will do. I have s 15(1)(c)(k)(l) IT are helping me with that as my
s 15(1)(c)(k)(l) Once done I will transit to RRCR. Appreciate if the site can be
advised.

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6

T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: Don Chow

Sent: Friday, January 15, 2016 3:32 PM

To: Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson

Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22

Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks for the information Danny.

I've already informed the SP Cage Manager s 15(1)(c)(k)(l) is expected tonight sometime.

Ross: s 15(1)(c)(k)(l) can you please drop this off at the Main Cage and have it sealed in an envelope addressed to the: Cage Shift Manager

Nathan: I will be letting the SP know that you will be available for support tomorrow morning at 8AM to help with the s 15(1)(c)(k)(l)

Regards,

Don

From: Danny Chang

Sent: Friday, January 15, 2016 3:18 PM

To: Bal Bamra; Don Chow; Laurie Stewart; Nathan Erickson

Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22

Subject: FW: TASK146270 - s 15(1)(l) (External)

Importance: High

Hi All

Please be advised that we have received the s 15(1)(c)(k)(l)

Ross will be s 15(1)(c)(k)(l) to River Rock after it is completed. Don Chow, please advise anyone from your team or the River Rock team that needs to be notified.

Note that s 22 will be GPI's IT support on Monday. Please connect with s 22 to advise if his support is required earlier.

Regards,

Danny

From: s 22 [mailto:s 22 gpigaming.com]
Sent: Friday, January 15, 2016 3:00 PM
To: Danny Chang; Ross Alderson; s 22
Cc: s 22 s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

The file upload has been completed. The file name is s 15(1)(c)(k)(l) Ideally this should be done right away.

s 22 will be available on Monday for the IT support and he will reach out to you to schedule the time.

Thank")*

(*you!* * *you!* *

s 22 | s 22 | s 22 gpigaming.com
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From: s 22
Sent: Friday, January 15, 2016 2:53 PM
To: 'Danny Chang'; Ross Alderson
Cc: s 22 s 22 s 22 (gpiigaming.com); s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

We will be s 15(1)(c)(k)(l) momentarily. As soon as it is complete I will let you know.

Thank")*

(... * you! *

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From: Danny Chang [<mailto:DChang@BCLC.com>]
Sent: Friday, January 15, 2016 2:38 PM
To: Ross Alderson; s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Thank you Ross and

once you receive the s 15(1)(c)(k)(l) please notify Ross
and myself so that our next steps can begin.

Regards,
Danny

From: Ross Alderson
Sent: Friday, January 15, 2016 2:34 PM
To: s 22 (s 22 gpigaming.com)
Cc: Danny Chang
Subject: FW: TASK146270 - s 15(1)(l) (External)

s 15(1)(c)(k)(l)

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
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ralderson@bclc.com

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From: [Brad Desmarais](#)
To: [Karen Gray](#)
Cc: [Garth Pieper](#); [Darren Jang](#); [Danny Chang](#)
Subject: Re: TASK146270 - s 15(1)(l) (External)
Date: Saturday, January 16, 2016 4:39:17 PM

Thanks. Just want to have some background if I get a call from their Exec.

s 15(1)

From: Karen Gray
Sent: Saturday, January 16, 2016 14:50
To: Brad Desmarais
Cc: Garth Pieper; Darren Jang; Danny Chang
Subject: Re: TASK146270 - s 15(1)(l) (External)

Hi Brad

I have emailed Darren for confirmation. I think this decision was made a few months ago by Product and Ops. My recollection is that s 15(1)(c)(k)(l), s 21

I am waiting for confirmation.

K

PS. I am out and my battery is about to die but will check in when I get home at 6

s 15(1)

From: Brad Desmarais
Sent: Saturday, January 16, 2016 12:32 PM
To: Garth Pieper; Karen Gray
Subject: Fw: TASK146270 - s 15(1)(l) (External)

This may have been a product call - can you please advise as per below, Karen, if it was?

s 15(1)

From: Brad Desmarais <BDesmarais@bcllc.com>
Sent: Saturday, January 16, 2016 12:29
To: Ross Alderson; Rob Kroeker
Subject: Re: TASK146270 - s 15(1)(l) (External)

Thanks, Rob.

Garth: can you please get a hold of the rationale for the reduction in chips and let me know? I'm not sure what s 15(1)(c)(k)(l), s 21

Thanks!

s 15(1)

From: Ross Alderson
Sent: Saturday, January 16, 2016 10:57
To: Rob Kroeker
Cc: Brad Desmarais

Subject: Re: TASK146270 - s 15(1)(l) (External)

Sure thing. I will reach out to Laurie Stewart

From: Rob Kroeker
Sent: Saturday, January 16, 2016 10:55 AM
To: Ross Alderson
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Sounds reasonable. Can we ask someone from Casino ops to contact s 22 to explain the rationale.

Brad - you may hear from s 22 on his.

Rob

s 15(1)

From: Ross Alderson
Sent: Saturday, January 16, 2016 10:53 AM
To: Rob Kroeker
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Hi Rob,

So that was a decision made very early in in the project by Casino operations. They did a fair s 15(1)(c)(k)(l), s 21 and were comfortable ordering the current volume of chips. One of the key factors was that the s 15(1)(c)(k)(l), s 21

From: Rob Kroeker
Sent: Saturday, January 16, 2016 10:35 AM
To: Ross Alderson
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Hi Ross

Just to confirm we are good to proceed with the chip swap?

We still have the issue of a s 15(1)(c)(k)(l), s 21

Any update on this issue?

Rob

s 15(1)

From: Ross Alderson
Sent: Saturday, January 16, 2016 10:14 AM
To: Don Chow; ' s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: Re: TASK146270 - s 15(1)(l) (External)

Great news. Thx Don

From: Don Chow
Sent: Saturday, January 16, 2016 10:04 AM
To: Ross Alderson; ' s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: Re: TASK146270 - s 15(1)(l) (External)

Seems all is well. The SP should be finished with the s 15(1)(c)(k)(l) by noon.

s 15(1)

From: Don Chow
Sent: Friday, January 15, 2016 5:01 PM
To: Ross Alderson; ' s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Will do

From: Ross Alderson
Sent: Friday, January 15, 2016 5:01 PM
To: Don Chow; s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks Don.

If there are any issues s 15(1)(c)(k)(l) please let me know at the earliest opportunity, likewise if it goes smoothly.

Regards and thanks to all for their help today

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: Don Chow
Sent: Friday, January 15, 2016 4:59 PM
To: s 22 Ross Alderson; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
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The time of the install is for tomorrow (Sat) morning at 8AM PST.

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To: Ross Alderson; Don Chow; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
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Gentlemen:

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However please respond to this email with a time for the install and he will be
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Thank*")

.....*")*)
(.....*you! *

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Will do. I have s 15(1)(c)(k)(l)
s 15(1)(c)(k)(l)
advised.

IT are helping me with that as my
Once done I will transit to RRCR. Appreciate if the site can be

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ralderson@bcl.com

From: Don Chow

Sent: Friday, January 15, 2016 3:32 PM

To: Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson

Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22

Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks for the information Danny.

I've already informed the SP Cage Manager s 15(1)(c)(k)(l) is expected tonight sometime.

Ross: s 15(1)(c)(k)(l) can you please drop this off at the Main Cage and have it sealed in an envelope addressed to the: Cage Shift Manager

Nathan: I will be letting the SP know that you will be available for support tomorrow morning at 8AM to help with the s 15(1)(c)(k)(l)

Regards,

Don

From: Danny Chang

Sent: Friday, January 15, 2016 3:18 PM

To: Bal Bamra; Don Chow; Laurie Stewart; Nathan Erickson

Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22

Subject: FW: TASK146270 - s 15(1)(l) (External)

Importance: High

Hi All

Please be advised that we have received the s 15(1)(c)(k)(l)

Ross will be s 15(1)(c)(k)(l) to River Rock after it is completed. Don Chow, please advise anyone from your team or the River Rock team that needs to be notified.

momentarily. As soon as it is complete I will let you

(\dots \dots * you! *)

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Thank you Ross and

Regards,
Danny

s 15(1)(c)(k)(l)

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
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From: Don Chow
To: Danny Chang
Cc: Laurie Stewart; Robert Grinam; Steve Beeksma; s 22 Jim Husler
Subject: Fw: River Rock s 15(1)(c)(k)(l)
Date: Saturday, January 16, 2016 5:13:24 PM

Hi Danny,

Here is a summary of s 15(1)(c)(k)(l) that occurred today. Let me know what I should do with s 15(1)(c)(k)(l)

Thanks,
Don

s 15(1)

From: Nathan Erickson <NErickson@bcllc.com>
Sent: Saturday, January 16, 2016 11:17 AM
To: Don Chow
Subject: River Rock s 15(1)(c)(k)(l)

Hi Don,

s 15(1)(c)(k)(l)

Cheers,

Nathan Erickson
Senior Technical Analyst, Gaming Solutions

BCLC, 74 West Seymour Street, V2C 1E2
T 250-852-5367

From: Darren Jang
To: Brad Desmarais; Karen Gray
Cc: Garth Pieper; Danny Chang
Subject: RE: TASK146270 - s 15(1)(l) (External)
Date: Sunday, January 17, 2016 9:34:02 AM

Hi Brad,

To confirm Karen,

Operations had made an initial quantity suggestion based on the s 15(1)(c)(k)(l), s 21

Product can re-order more chips based on agreeable advice from Operations in working with the SP.

Darren Jang
Manager, Product Management
Casino & Community Gaming, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6

T 604 225 6481 C s 17(1)

djang@bclc.com

bclc.com

From: Brad Desmarais
Sent: January 16, 2016 4:39 PM
To: Karen Gray
Cc: Garth Pieper; Darren Jang; Danny Chang
Subject: Re: TASK146270 - s 15(1)(l) (External)

Thanks. Just want to have some background if I get a call from their Exec.

s 15(1)

From: Karen Gray
Sent: Saturday, January 16, 2016 14:50
To: Brad Desmarais
Cc: Garth Pieper; Darren Jang; Danny Chang
Subject: Re: TASK146270 - s 15(1)(l) (External)

Hi Brad

I have emailed Darren for confirmation. I think this decision was made a few months ago by Product and Ops. My recollection is that s 15(1)(c)(k)(l), s 21

I am waiting for confirmation.

K

PS. I am out and my battery is about to die but will check in when I get home at 6

s 15(1)

From: Brad Desmarais
Sent: Saturday, January 16, 2016 12:32 PM
To: Garth Pieper; Karen Gray
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This may have been a product call - can you please advise as per below, Karen, if it was?

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Sent: Saturday, January 16, 2016 12:29
To: Ross Alderson; Rob Kroeker
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Thanks, Rob.

Garth: can you please get a hold of the rationale for the reduction in chips and let me know? I'm not sure what s 15(1)(c)(k)(l), s 21

Thanks!

s 15(1)

From: Ross Alderson
Sent: Saturday, January 16, 2016 10:57
To: Rob Kroeker
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Sure thing. I will reach out to Laurie Stewart

From: Rob Kroeker
Sent: Saturday, January 16, 2016 10:55 AM
To: Ross Alderson
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Sounds reasonable. Can we ask someone from Casino ops to contact s 22 to explain the rationale.

Brad - you may hear from s 22 on his.

Rob

s 15(1)

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Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

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So that was a decision made very early in in the project by Casino operations. They did a fair s 15(1)(c)(k)(l), s 21 and were comfortable ordering the current volume of chips. One of the key factors was that the s 15(1)(c)(k)(l), s 21

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Cc: Brad Desmarais
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Any update on this issue?

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Sent: Friday, January 15, 2016 3:18 PM
To: Bal Bamra; Don Chow; Laurie Stewart; Nathan Erickson
Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 (s 22 gpigaming.com); s 22
Subject: FW: TASK146270 - s 15(1)(l) (External)
Importance: High

Hi All

Please be advised that we have received the s 15(1)(c)(k)(l)

Ross will be s 15(1)(c)(k)(l) to River Rock after it is completed. Don Chow, please advise anyone from your team or the River Rock team that needs to be notified.

Note that s 22 will be GPI's IT support on Monday. Please connect with s 22 to advise if his support is required earlier.

Regards,
Danny

From: s 22 [mailto: s 22 gpigaming.com]
Sent: Friday, January 15, 2016 3:00 PM
To: Danny Chang; Ross Alderson; s 22
Cc: s 22 s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

The file upload has been completed. The file name is s 15(1)(c)(k)(l) Ideally this should be done right away.

s 22 will be available on Monday for the IT support and he will reach out to you to schedule the time.

Thank")*

(... * you! *

s 22 | s 22 | s 22 gpigaming.com
| Main +702-598-2400 | s 22 | fax +702-598-2497
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From: s 22
Sent: Friday, January 15, 2016 2:53 PM
To: 'Danny Chang'; Ross Alderson
Cc: s 22 s 22 s 22 (gpigaming.com); s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

We will be s 15(1)(c)(k)(l) momentarily. As soon as it is complete I will let you know.

Thank*""

~*""~*""~*""
(~*""~*""~*"" *you! *

s 22 | s 22 | s 22 gpigaming.com
| Main +702-598-2400 | s 22 | fax +702-598-2497
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From: Danny Chang [<mailto:DChang@BCLC.com>]
Sent: Friday, January 15, 2016 2:38 PM
To: Ross Alderson; s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Thank you Ross and

once you receive the s 15(1)(c)(k)(l) please notify Ross
and myself so that our next steps can begin.

Regards,
Danny

From: Ross Alderson
Sent: Friday, January 15, 2016 2:34 PM
To: s 22 (s 22 gpigaming.com)
Cc: Danny Chang
Subject: FW: TASK146270 - s 15(1)(l) (External)

s 15(1)(c)(k)(l)

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
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ralderson@bclc.com

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This email is intended only for the addressee. It may contain confidential or proprietary information that cannot be disclosed without BCLC's permission. If you have received this email in error, please notify the sender immediately and delete the email.

From: Brad Desmarais
To: Darren Jang; Karen Gray
Cc: Garth Pieper; Danny Chang
Subject: Re: TASK146270 - s 15(1)(l) (External)
Date: Sunday, January 17, 2016 10:01:13 AM

Perfect. Thanks, Darren.

s 15(1)

From: Darren Jang
Sent: Sunday, January 17, 2016 09:34
To: Brad Desmarais; Karen Gray
Cc: Garth Pieper; Danny Chang
Subject: RE: TASK146270 - s 15(1)(l) (External)

Hi Brad,

To confirm Karen,

Operations had made an initial quantity suggestion based on the s 15(1)(c)(k)(l), s 21

Product can re-order more chips based on agreeable advice from Operations in working with the SP.

Darren Jang
Manager, Product Management
Casino & Community Gaming, BCLC

2940 Virtual Way, Vancouver BC V5M 0A6

T 604 225 6481 C s 17(1)

djang@bclc.com

bclc.com

From: Brad Desmarais
Sent: January 16, 2016 4:39 PM
To: Karen Gray
Cc: Garth Pieper; Darren Jang; Danny Chang
Subject: Re: TASK146270 - s 15(1)(l) (External)

Thanks. Just want to have some background if I get a call from their Exec.

s 15(1)

From: Karen Gray
Sent: Saturday, January 16, 2016 14:50
To: Brad Desmarais
Cc: Garth Pieper; Darren Jang; Danny Chang
Subject: Re: TASK146270 - s 15(1)(l) (External)

Hi Brad

I have emailed Darren for confirmation. I think this decision was made a few months ago by Product and Ops. My recollection is that s 15(1)(c)(k)(l), s 21

I am waiting for confirmation.

K

PS. I am out and my battery is about to die but will check in when I get home at 6

s 15(1)

From: Brad Desmarais
Sent: Saturday, January 16, 2016 12:32 PM
To: Garth Pieper; Karen Gray
Subject: Fw: TASK146270 - s 15(1)(l) (External)

This may have been a product call - can you please advise as per below, Karen, if it was?

s 15(1)

From: Brad Desmarais <BDesmarais@bcllc.com>
Sent: Saturday, January 16, 2016 12:29
To: Ross Alderson; Rob Kroeker
Subject: Re: TASK146270 - s 15(1)(l) (External)

Thanks, Rob.

Garth: can you please get a hold of the rationale for the reduction in chips and let me know? I'm not sure what s 15(1)(c)(k)(l), s 21

Thanks!

s 15(1)

From: Ross Alderson
Sent: Saturday, January 16, 2016 10:57
To: Rob Kroeker
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Sure thing. I will reach out to Laurie Stewart

From: Rob Kroeker
Sent: Saturday, January 16, 2016 10:55 AM
To: Ross Alderson
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Sounds reasonable. Can we ask someone from Casino ops to contact s 22 to explain the rationale.

Brad - you may hear from s 22 on his.

Rob

s 15(1)

From: Ross Alderson
Sent: Saturday, January 16, 2016 10:53 AM
To: Rob Kroeker
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Hi Rob,

So that was a decision made very early in in the project by Casino operations. They did a fair s 15(1)(c)(k)(l), s 21 and were comfortable ordering the current volume of chips. One of the key factors was that s 15(1)(c)(k)(l), s 21

From: Rob Kroeker
Sent: Saturday, January 16, 2016 10:35 AM
To: Ross Alderson
Cc: Brad Desmarais
Subject: Re: TASK146270 - s 15(1)(l) (External)

Hi Ross

Just to confirm we are good to proceed with the chip swap?

We still have the issue of a s 15(1)(c)(k)(l), s 21

Any update on this issue?

Rob

s 15(1)

From: Ross Alderson
Sent: Saturday, January 16, 2016 10:14 AM
To: Don Chow; ' s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: Re: TASK146270 - s 15(1)(l) (External)

Great news. Thx Don

From: Don Chow
Sent: Saturday, January 16, 2016 10:04 AM
To: Ross Alderson; ' s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 s 22 s 22
Subject: Re: TASK146270 - s 15(1)(l) (External)

Seems all is well. The SP should be finished with the s 15(1)(c)(k)(l) by noon.

s 15(1)

From: Don Chow
Sent: Friday, January 15, 2016 5:01 PM
To: Ross Alderson; ' s 22 Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 ; s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Will do

From: Ross Alderson
Sent: Friday, January 15, 2016 5:01 PM
To: Don Chow; ' s 22 ; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson
Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 ; s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks Don.

If there are any issues s 15(1)(c)(k)(l) please let me know at the earliest opportunity, likewise if it goes smoothly.

Regards and thanks to all for their help today

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bclc.com

From: Don Chow

Sent: Friday, January 15, 2016 4:59 PM

To: s 22 ; Ross Alderson; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson

Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 ; s 22 s 22

Subject: RE: TASK146270 - s 15(1)(l) (External)

The time of the install is for tomorrow (Sat) morning at 8AM PST.

From: s 22 @gpigaming.com]

Sent: Friday, January 15, 2016 3:59 PM

To: Ross Alderson; Don Chow; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson

Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 ; s 22 s 22

Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

Our Global of Product Support & Services, s 22 is currently s 22

and cannot respond to any informational requests at this time.

However please respond to this email with a time for the install and he will be available. Also please see the attached document. You will find it to be very helpful.

Thank*")

.....*")*)
(.....* you! *

s
2

@gpigaming.com

| Main +702-598-2400 | s 22 | fax +702-598-2497

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From: Ross Alderson [mailto:RAlderson@BCLC.com]

Sent: Friday, January 15, 2016 3:36 PM

To: Don Chow; Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson

Cc: Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 ; s 22 s 22 ; s 22

Subject: RE: TASK146270 - s 15(1)(l) (External)

Will do. I have s 15(1)(c)(k)(l)

IT are helping me with that as my

s 15(1)(c)(k)(l)

Once done I will transit to RRCR. Appreciate if the site can be

advised.

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C s 17(1) F 604 225 6488

ralderson@bcl.com

From: Don Chow

Sent: Friday, January 15, 2016 3:32 PM

To: Danny Chang; Bal Bamra; Laurie Stewart; Nathan Erickson

Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 @gpigaming.com); s 22

Subject: RE: TASK146270 - s 15(1)(l) (External)

Thanks for the information Danny.

I've already informed the SP Cage Manager s 15(1)(c)(k)(l) is expected tonight sometime.

Ross: s 15(1)(c)(k)(l) can you please drop this off at the Main Cage and have it sealed in an envelope addressed to the: Cage Shift Manager

Nathan: I will be letting the SP know that you will be available for support tomorrow morning at 8AM to help with the s 15(1)(c)(k)(l)

Regards,

Don

From: Danny Chang

Sent: Friday, January 15, 2016 3:18 PM

To: Bal Bamra; Don Chow; Laurie Stewart; Nathan Erickson

Cc: Ross Alderson; Laird Robinson; Bill Boyd; Jim Husler; Karen Gray; Darren Jang; Garth Pieper; Brad Desmarais; Rob Kroeker; Bruno Gatto; Kris Gade; s 22 @gpigaming.com); s 22 ; s 22

Subject: FW: TASK146270 - s 15(1)(l) (External)

Importance: High

Hi All

Please be advised that we have received the s 15(1)(c)(k)(l)

Ross will be s 15(1)(c)(k)(l) to River Rock after it is completed. Don Chow, please advise anyone from your team or the River Rock team that needs to be notified.

Note that s 22 be GPI's IT support on Monday. Please connect with s 22 to advise if his support is required earlier.

Regards,
Danny

From: s 22 @gpiigaming.com]
Sent: Friday, January 15, 2016 3:00 PM
To: Danny Chang; Ross Alderson; s 22
Cc: s 22 s 22 s 22 s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

The file upload has been completed. The file name is s 15(1)(c)(k)(l) Ideally this should be done right away.

s 22 will be available on Monday for the IT support and he will reach out to you to schedule the time.

Thank")*

(3.3' (3.3' *you! *

| Main +702-598-2400 | s2@gpigaming.com | fax +702-598-2497
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From: s 22
Sent: Friday, January 15, 2016 2:53 PM
To: 'Danny Chang'; Ross Alderson
Cc: s 22 s 22 s 22 (gpigaming.com); s 22
Subject: RE: TASK146270 - s 15(1)(l) (External)

Gentlemen:

We will be s 15(1)(c)(k)(l) momentarily. As soon as it is complete I will let you know.

(*you!* *you! *

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Thank you Ross and

Regards,
Danny

s 15(1)(c)(k)(l)

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
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From: [Rob Kroeker](#)
To: [Ross Alderson](#)
Cc: [Kevin Sweeney](#)
Subject: RE: Chip redemption
Date: Monday, January 18, 2016 6:00:02 AM

Ross

As per our brief discussion my thoughts:

s 15(1), s 22

Rob

From: Ross Alderson
Sent: January-15-16 5:17 PM
To: Rob Kroeker
Cc: Kevin Sweeney
Subject: Chip redemption

Hi Rob,

As I mentioned yesterday wanted to get your opinion on the following issues and confirm the appropriate course of action.

As you know I met with GCGC staff on Tuesday to notify them of the chip swap scheduled for Jan 18th, 2015.

I had a phone call yesterday afternoon from s 22 in regards to two players from RRCR.

s 15(1), s 22

s 13(1), s 15(1), s 22

s 13(1), s 15(1), s 22

I appreciate any feedback and I hope to provide ^{s 22} some direction next week.

Regards

Ross Alderson CAMS

Director, AML & Operational Analysis
Corporate Security and Compliance Division, BCLC
2940 Virtual Way, Vancouver, BC, V5M 0A6
T 604 225 6382 C ^{s 17(1)} F 604 225 6488

ralderson@bcl.com

From: [Bal Bamra](#)
To: [Laurie Stewart](#); [Don Chow](#)
Subject: Yesterdays meeting
Date: Wednesday, January 13, 2016 7:00:24 AM
Attachments: [Jan 18 2016 Chip Swap Operation RRCR.DOCX](#)

Hi Guys,

Here is a quick recap of yesterdays meeting:

- s 22 will be informing necessary management of the chips coming in today so they can s 15(1)(c)(k)(l)
- Posters are sitting in the investigators office; Don, can you please ensure these are picked up and put up at 9:00 am January 18 at entrances, cash cages etc.
- Current chips will render valueless on February 1, 2016 which means s 15(1)(c)(k)(l)

I've actually attached the operational plan for your review. If you have any more questions, please let me know...pretty straight forward.

Thanks,
Bal

From: Danny Chang
Sent: Thursday, January 14, 2016 2:40 PM
To: Bal Bamra; Laird Robinson
Cc: Bill Boyd; Jim Husler; Don Chow; Laurie Stewart; Darren Jang; Steven Soo
Subject: River Rock^{s 15(1)(c)(k)(l)}
Importance: High

Hi Bal / Laird

As per request from Bal, I have ordered a s 15(1)(c)(k)(l)
(ordered in July 2015).

s 15(1)(c)(k)(l) It will ship out tomorrow with overnight priority. The
s 15(1)(c)(k)(l) Customs delay that
cannot be controlled.

s 15(1)(c)(k)(l) Attention: Laird Robinson.

Regards,
Danny

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From: Danny Chang
To: Don Chow
Cc: Laurie Stewart; Robert Grinam; Steve Beeksma; s 22 Jim Husler; Bill Boyd; Steven Soo; ALL-
TableProductSpecialists
Subject: RE: River Rock s 15(1)(c)(k)(l)
Date: Monday, January 18, 2016 2:45:24 PM

Hi Don

Thank you for the update.

s 15(1)(c)(k)(l)

If there is anything else, please contact me.

Regards,
Danny

From: Don Chow
Sent: Saturday, January 16, 2016 5:13 PM
To: Danny Chang
Cc: Laurie Stewart; Robert Grinam; Steve Beeksma; s 22 Jim Husler
Subject: Fw: River Rock s 15(1)(c)(k)(l)

Hi Danny,

Here is a summary of s 15(1)(c)(k)(l) that occurred today. Let me know what I should do with s 15(1)(c)(k)(l)

Thanks,
Don

s 15(1)

From: Nathan Erickson <NErickson@bclc.com>
Sent: Saturday, January 16, 2016 11:17 AM
To: Don Chow
Subject: River Rock s 15(1)(c)(k)(l)

Hi Don,

s 15(1)(c)(k)(l)

Cheers,

Nathan Erickson

Senior Technical Analyst, Gaming Solutions

BCLC, 74 West Seymour Street, V2C 1E2

T 250-852-5367