

Casino Credit Standard Operating Procedure

Subject: Exclusion Flag Maintenance

Policy: All property exclusions of flag 98 will be entered into the ACSC system upon receipt of written notice from the SGA and all property exclusions of flag 99 will be entered into the ACSC system upon receipt of written notice from Security. In addition, patron comps will be frozen and the mail code will be changed to "N" (No mail).
All property exclusions of flag 67 (deceased) will be entered into the ACSC system upon receipt of a written notice form. In addition, patron comps will be frozen and the mail code will be changed to "N" (No mail).
All CTR exclusions of flag 01 will be entered into the ACSC system upon e-mail notice from the Income Audit Manager or above. No other changes will be made to the comp points or mail.

Purpose: To allow gaming personnel to immediately identify excluded and deceased patrons in an effort to improve compliance with the exclusion order for all properties.

To ensure that SGC does not continue to issue complimentaries and/or market to excluded or deceased patrons.

To collect patron information that was missing on an incomplete CTR.

Procedure:

Upon receipt of an exclusion or deceased order, the Credit Executive will complete the following process:

- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Notes:

- Flag 98 = Voluntary Exclusion
- Flag 99 = Involuntary Exclusion
- Flag 67 = Deceased Patron
- Flag 01 = Missing CTR information

In some cases the voluntary exclusion will be revoked by the SGA, in this case the SGA will provide written notification. Upon receipt of such notice, the exclusion flag must be removed, the comp status must be unfrozen and the mail code changed back to the code that was in the patron's account previously as described in paragraph 3. above. .

No flag assignments (adding/ removing) of flag 98 will be conducted without first receiving formal notice (in writing) from the SGA.

No flag assignments adding of flag 67 will be conducted without first receiving a Deceased Patron Form. No flag assignments of removing of flag 67 will be conducted without the Patron presenting valid identification.

No flag assignments (adding/ removing) of flag 01 will be conducted without first receiving E-mail notice from the Income Audit Manager or above or Cage Shift Manager or above.

Updated: November 23, 2009

SENECA GAMING CORPORATION
DECEASED PATRON NOTIFICATION FORM

In the event a casino employee is informed that a casino patron is deceased, the casino employee must fill out the form below and deliver the form to the credit office. The credit office will follow the Exclusion Flag Maintenance SOP to flag the patron's account deceased. In the event a Patron with a deceased flag in the system is in-house, please send the Patron to the credit office to remove the flag.

Name of Deceased Person: _____

Account Number of Deceased Person: _____

How was the information obtained:

Date of Death if given: _____

Employee Notified (print): _____

Date: _____

Employee Sig and Badge no.

Please send completed forms to the Credit Office.