

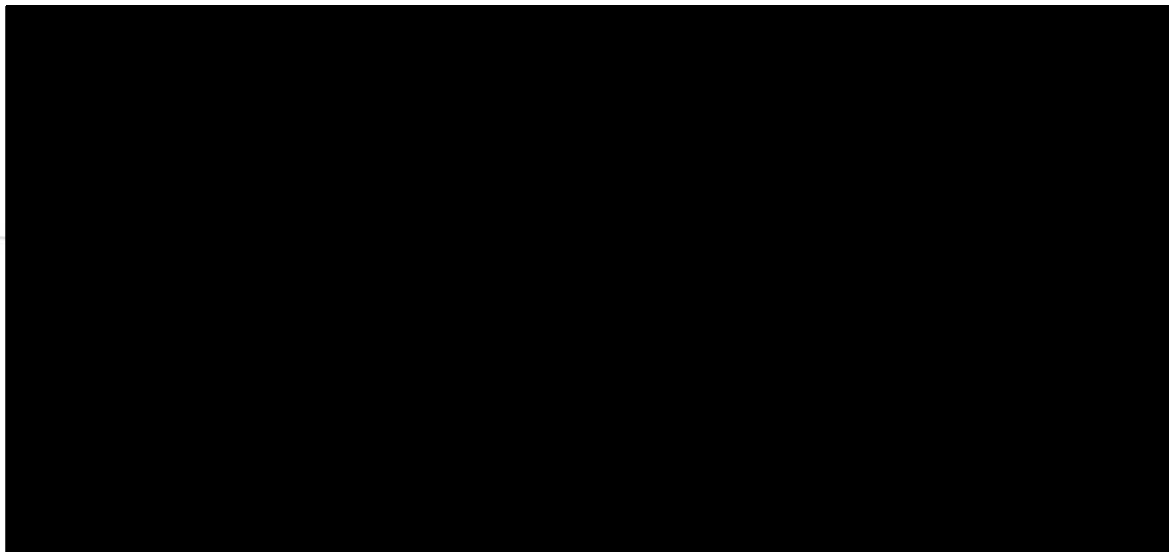
TITLE OF POLICY Processing Excluded Patrons	Policy No.: 6310 1020	Issue Date: 09/23/2010 Supersedes: 09/23/2010 Revised: 06/01/2012
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Approval:  9129 Date: 6/1/12

Purpose: To provide guidance on how to review/verify that excluded patrons were processed properly in the Casino Management System (ACSC).

Patrons are excluded by the Seneca Gaming Corporation in accordance with Corporate Policy #6000 0001 "*Involuntary Exclusion/Trespass Policy*" (involuntary) and Compact Appendix B, Section 19 (voluntary). Once a Patron has been excluded, the Credit department shall "Exclude" the patron in ACSC. The Credit department shall log all excluded patrons on an *Exclusion List* (**Exhibit A**) and forward the list to the Income Audit department, at a minimum, on a monthly basis.

Exhibit A – Exclusion List



Once the *Exclusion List* is received by the Income Audit department, an Income Auditor or above shall be assigned to verify, at a minimum, the following to ensure the patron was properly excluded in the ACSC system:

- 
- 
- 
- 

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

Verifying that a Patron has been Excluded

1. [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]
 - [REDACTED]

Exhibit B – ACSC Main Menu



Exhibit C – ACSC Patron Management Menu

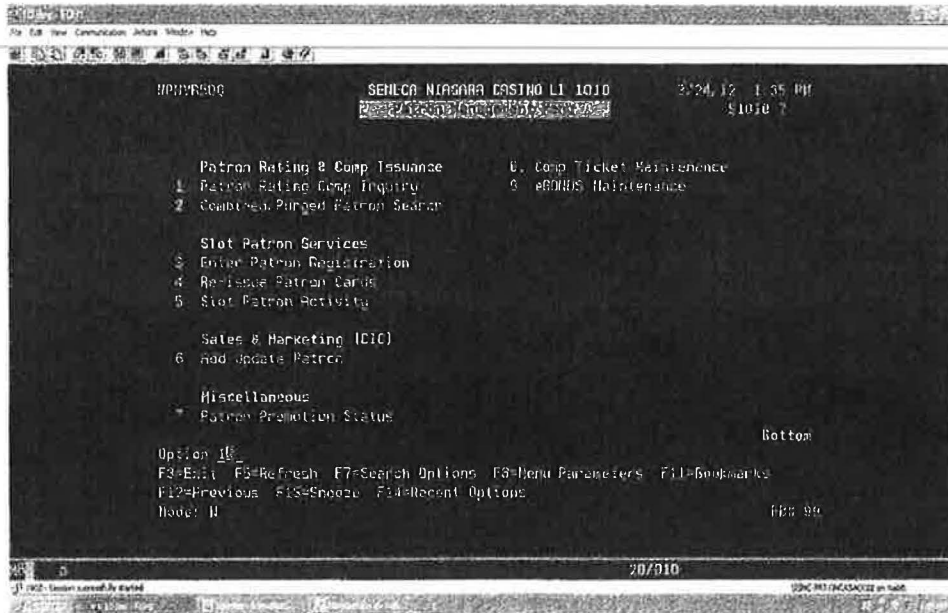


Exhibit D – ACSC Name Search Box

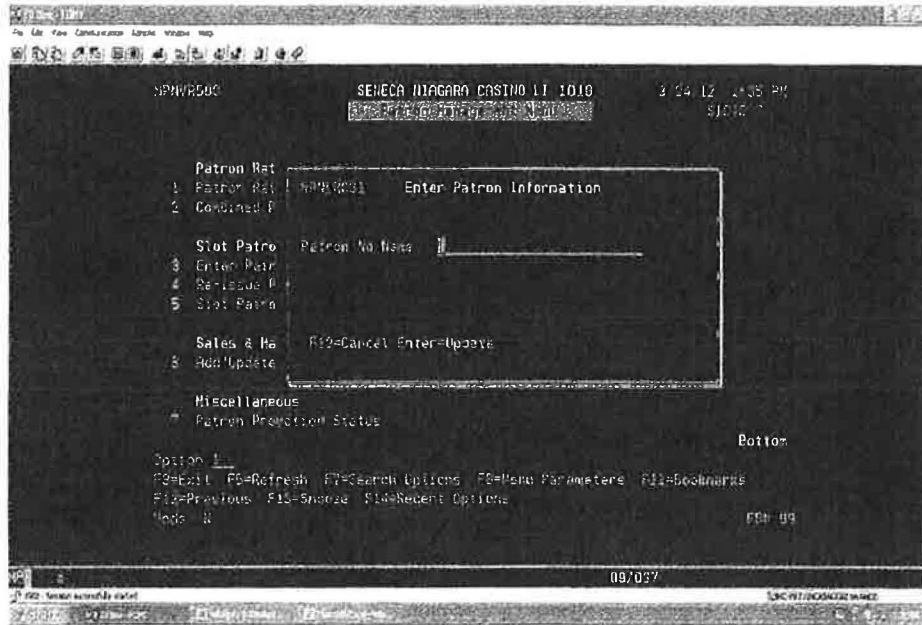
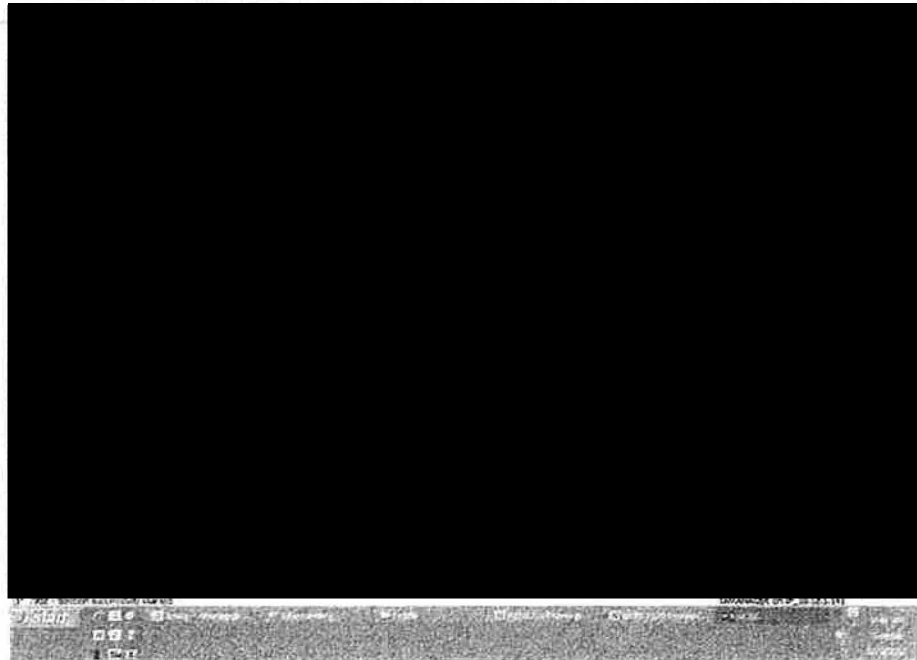


Exhibit E – Name Search



2. Is the credit suspended? (credit players only)

a. [REDACTED]

[REDACTED]

3. Is the Exclusion Screen present?

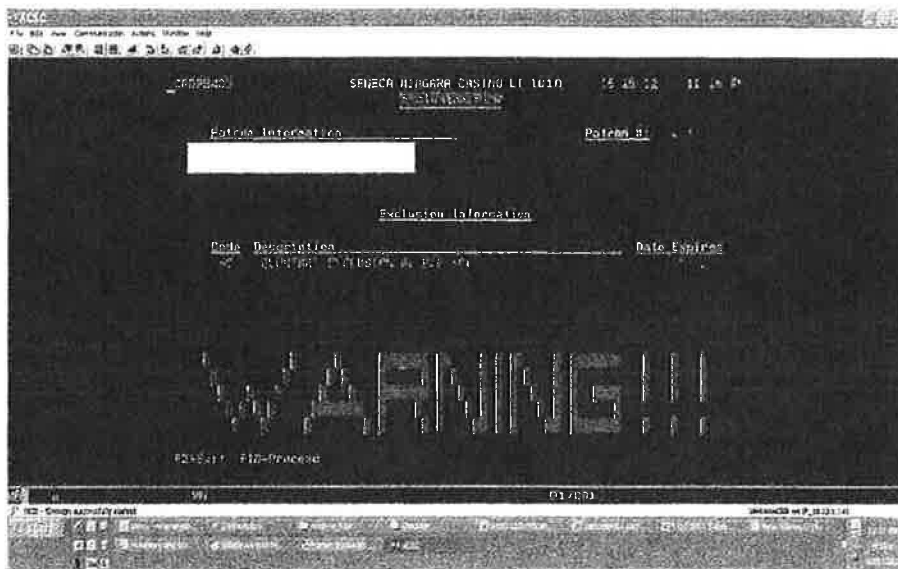
a. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Exhibit F – Red Flashing Warning

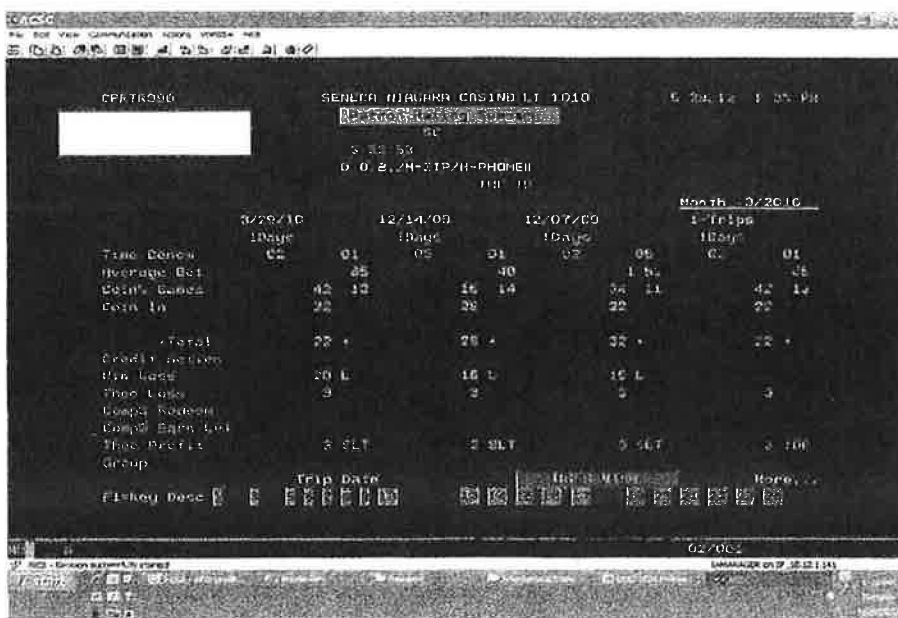


4. Are the comp points frozen?

a.



Exhibit G – Patron Rating Summary



a.



Exhibit H – Patron Comp Balance

SENECA NIAGARA CASINO LI 1010 5/24/11 1:36 PM

Patron # [REDACTED]

Comp. Points Flag # [REDACTED] PreAuthorized Comp Cash S: 00

Comp. Point Residual Percent: 0.5

Comp. Cash Limit \$: [REDACTED] Comp. Points Limit: [REDACTED]

SEL	DATE	TIME	DESCRPT	POINTS	DOLLARS	POINTS	DOLLARS
			***** AVAILABLE *****				47.00
			***** EOD 12/02/09 *****				
	10/02/09	00:56:54	Earned	1	1.00	1324	47.00
			***** EOD 02/02/09 *****				
	02/02/09	22:30:01	Earned	1	1.00	1325	48.00
			***** EOD 05/09/08 *****				
	05/09/08	16:43:00	Earned	2	2.00	1327	50.00
			***** EOD 03/10/08 *****				
	03/10/08	24:26:17	Earned	3	3.00	1330	53.00
			***** EOD 02/19/08 *****				
	02/19/08	16:26:08	Earned	1	1.00	1331	54.00
							Here...

SEL: X #0140100 Search 0.00/00 0100

PIR Bonus PIR Ext PIR Incentive Cash PIR PreAuth PIR Non Gaming PIR Camp

13/042

5. Are there any promotions applied to the account after the date of exclusion?

a.

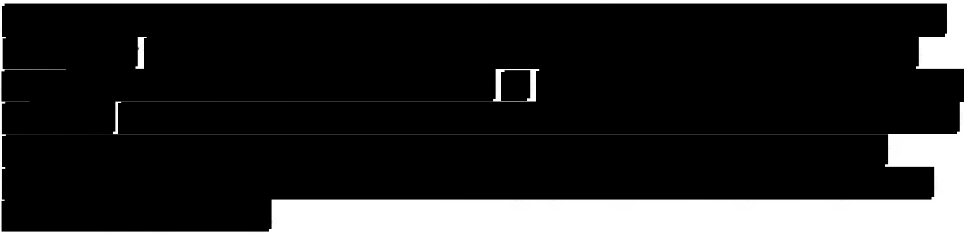


Exhibit I – Patron Group/Event History

Seneca Niagara Casino LI 1010 3 25 12 6 23 AM

Patron Group/Event History

Patron Name: [REDACTED] Patron ID: [REDACTED]

Starting	Ending	Time/Code	Group/Event Name	Representative	Acct.#
1 14 09	2 19 09	PK 192509	COOIE ENGL ENGEL JP BAR		
4 14 09	5 13 09	PK 202472	RICHARD SIMMONS CELEBRIT		
4 28 09	5 16 09	PK 202206	RICHARD SIMMONS CELEBRIT		
2 01 10	3 17 09	PK 202500	ST PATRIK S DAY FL BAR		
2 01 09	3 17 09	PK 202501	WASH SK DOTA CRUISING BK		
7 10 09	3 02 09	PK 202022	ALTON BROWN SLEEPYHEAD		
4 12 09	1 09 09	PK 271001	ALTON BROWN SLEEPYHEAD		
12 19 07	12 07 07	PK 271141	BOB SHERIDAN LAY SHEEP		
10 24 07	12 13 07	PK 271122	BOB SHERIDAN LAY SHEEP		
8 05 07	8 28 07	PK 271032	MULTIPLIER WAREHOUSE		
3 16 07	3 24 07	PK 070172	PK 07 INTENSE 17218207 2		
1 13 06	2 22 06	PK 200512	WORLD CLASS SLOT WARRIORS		
12 19 05	1 06 06	PK 200508	WORLD CLASS SLEEPYHEAD		
10 01 05	11 14 05	PK 200534	WORLD CLASS SLEEPYHEAD		
10 11 05	12 09 05	PK 200531	SUNDAY 21/24/05		

Highlighted rep indicates patron currently assigned to that rep.

ESC=Exit F5=View F6=Print F7=View Comp F8=Print

01/001

6. Does the Patron have any play after the date of exclusion?

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Exhibit J – Patron Slot Detail Rating

OPTR000 SENELA NIAGARA CASINO LI 1010 2 25 12 2 27 PM

Patron Slot Detail Rating

Patron Number	Start Date	Start Time	Zn/Lead	Asset	Den Time	C	O	I	M	Pulls	Coin	Theo.
	02/20/12	02/20/12			1:26		045	16		65	626	107
02 20 12 21 11 J 2569				0053 IM	04		28	20		13	31	3
02 20 12 21 04 D 2201				4182 PM	03		41	7		8	51	3
02 20 12 21 03 B 485				4182 PM	01						42	
02 20 12 20 57 C 485				4182 PM	05		76	13		14	26	6
02 20 12 20 41 E 1111				2241 PM	14		247	22		21	17	5
02 20 12 20 13 B 1702				2472 PM	16		201	12		13	31	24
02 20 12 19 31 D 4703				2653 PM	35		261	41		4	21	24
	02/12/12	02/12/12			0:05		35	20		0	15	9
02 14 12 7 17 C 1103				2241 IM	05		35	20		2	15	7
	02/12/12	02/12/12			0:02		2570	28		319	2576	294
02 14 12 4 34 C 2500				1073 PM	22		101	40		2	10	24
02 14 12 3 50 C 5405				4074 PM							1	
02 14 12 3 45 C 1104				2370 IM	27		45	24		75	33	9
02 14 12 3 40 C 5401				6274 PM	01		1	33		1	2	

Play Type 5 Trip Date 02/02/12

297012

Exhibit K – Patron Rating Detail

OPTR000 SENELA NIAGARA CASINO LI 1010 2 25 12 9 30 PM

Patron Slot Detail Rating

Start Date	Start Time	Zn/Lead	Asset	Den Time	C	O	I	M	Pulls	Coin	Theo.
02/20/09	02/20/09			1:15		15	100		15	03	1
02 21 03 462-B				15		15	100		15	03	1

Play Type 5 Trip Date 02/02/12

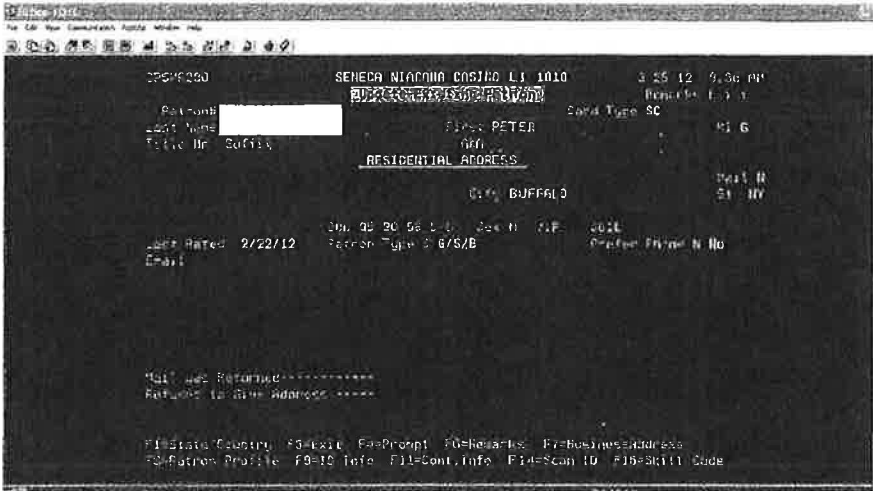
297012

7. Is the Mail indicator set to "N" for no mail?

[REDACTED]
 [REDACTED]
 [REDACTED]



Exhibit L – Update Existing Patron Screen



An Income Auditor or above shall complete the *Exclusion Checklist (Exhibit M)* and attach the *Exclusion List (Exhibit A)*, a print screen of the *Red Flashing Warning* screen (**Exhibit F**), and a print screen of the *Patron Comp Balance* screen showing “Frozen” (**Exhibit H**) to the checklist and file according to Income Audit Policy #6310 1006 "*Income Audit Record Retention policy*,"

Exhibit M – Exclusion Checklist (Sample)

Voluntary and Involuntary Exclusion Checklist															SAMPLE																																																												
Patron Number															Audit Date : _____																																																												
<table border="1" style="width: 100%; height: 70px; border-collapse: collapse;"> <tr><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td></tr> <tr><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td></tr> <tr><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td></tr> <tr><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td></tr> </table>																																																																											Auditor : _____
For each Patron check for the following items:																																																																											
ACSC 09/55 Patron History																																																																											
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td></tr> </table>																														Are Patron's Name and Player's Card number correct in ACSC?																																													
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<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td></tr> </table>																														Were the patron's COMP POINTS frozen? Shift F1: Located at the TOP of the screen in right hand corner. ex. FROZEN in blue																																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td></tr> </table>																														Was the patron issued any promotions after date of exclusion? Shift F2																																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td></tr> </table>																														Does the Patron have any ACTIVE PLAY after date of exclusion? F7																																													
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td><td style="width: 15px;"> </td></tr> </table>																														Is the MAIL indicator set to "NONE" or "N"? F15																																													