EQUIPMENT FAULT/PLAYER DISPUTE REPORT   *version 1.1*

Introduction: It is imperative that any instance of suspected gaming equipment malfunction or player dispute, however arising, and however coming to notice, is acted upon <u>promptly</u> and <u>properly</u>. Gaming equipment is generally reliable, but faults, malfunctions and errors can and do occur.

In the interests of player fairness and proper accountability for the often large amounts of cash that are generated by gaming machines and ancillary devices, staff involved in the day-to-day operation should be familiar with -

- **Sections 2.9.7** to **2.9.12** and **Section 3** of the **Gaming Machine Operations Manual**, which deal with "Troubleshooting" topics, including "player disputes", and
- **Users' hand-books** or **instruction manuals** relevant to the particular equipment operated.

When an apparent problem occurs with a gaming machine or ancillary device, it needs to be borne in mind that it could be attributable to an "endemic" fault, which may be present on similar equipment in operation elsewhere.

Purpose: This form is intended to provide a standard means of recording <u>observed or reported faults or disputes</u>, and of preserving relevant data in cases where further investigation is needed. Unlike casino operations, in the non-casino gaming machine environment there are generally no sources of additional information, such as electronic monitoring or camera surveillance, to fall back on to "reconstruct" what actually happened.

Please use it to record untoward events *other* than anomalies or discrepancies arising from regular and routine completion and examination of required records *or* a programmed feature of the equipment, (e.g. " Note Stacker Full" or "Hopper Empty" lock-up). The information to be recorded will depend on the nature and extent of the problem; for example, if it is a simple player dispute arising from misinterpretation of the pay-table, then enter details in the appropriate sections only (Parts 1 and 4).

Use: The first rule that needs to be observed is "<u>Freeze the scene and preserve all available evidence</u>". In other words, take immediate action to ensure that -

- <u>no further play</u> or <u>interference</u> takes place with the equipment affected (further play may overwrite details stored in the electronic memory of the device/s);
- any <u>existing records</u> that may be relevant (for example Daily Jackpot Turnover Record, Cancelled Credit & Short Pays Record) or <u>copies of them can be accessed, retained</u> and attached to this report;
- all <u>relevant details</u> of the problem, including, where practicable, details of any witnesses, are <u>recorded</u> <u>at the time</u> the problem is first observed or reported.

<u>Keep</u> the completed form with the records relating to the particular equipment.

PART 1 –Basic details

SOCIETY:		SITE:
Date (dd/mm/yy):	**Time:**	**Staff member:**

Gaming Machine details: *(Describe machine and game e.g. IGT Major Money, Aristocrat MVP Fortune Teller)*		
	Serial no:	Approval no:
Game Denomination/Credit Unit (minimum bet) (e.g. 1c, 2c, 10c, 20c)	Gamble Feature (Y/N)	Jackpot connected (Y/N) If 'Y' –JIN:

Jackpot details: *(Name and type e.g. Fortune Ezi Bucks, Translux, Mikohn, Aristocrat Cashcade)*		
No. of levels (1,2,4)	Prize Range	Increment rate (if known)

Nature of problem: *Brief details as observed/reported. Describe, for example whether error message, lock up, short pay claim, excessive win, other.*

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PART 2 -Machine / jackpot state at time of alert

Playable (Y/N)	Locked up (Y/N)	Error message displayed (Y/N)*(If Y, record in panel below)*	Audible warning (Y/N) *(e.g. "door open" or other alarm, jackpot "strike")*

Error message/alarm details:

If a Gaming machine- what does the **current Player Credit meter** reading show? *Record exactly what is displayed and, if applicable, have customer witness and sign below:*	

Where machine has this information :

Credits Bet/Lines played	Credits Gambled	Credits Won

Where applicable, what does the **Jackpot display** show? Insert full details *(if alternating, show in sequence as displayed)*					

Witnessed by:
(name and signature of customer)

Gaming machine -**Symbols showing** on screen/reel display and paylines in current mode

Meter Readings:
If Audit mode is accessible, record all soft meter readings on a **separate, new MMA** form and attach.
If soft readings not available, record all hard meter readings on **a separate, new MMA** form and attach.

"Last game" function performed? **Y/N**	
If "Y" -What does the **Player Credit meter** reading for the relevant "Recovered" game show*? Record exactly what is displayed and, if the customer is present, have him/her witness and sign below:*	

Where machine has this information, record:

Credits Bet/Lines played	Credits Gambled	Credits Won

Witnessed by:
(name and signature of customer)

If Y, show **"Recovered" symbols and pay lines** for the *relevant* game below:

NOTE: If there is more than one event where there may be a problem or a fault, use a separate sheet or sheets to record EACH of them.

Is the machine/jackpot **connected** to any of the following:

Cashless system? Y/N *(if Y, describe type –e.g. Scandic, NCS)*		Electronic Management System? Y/N *(If Y, describe type, e.g Fortune Ezi-Balance, NCS)*	

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PART 3 -Customer/witness details (where applicable)

Customer				
Name:				
Address:				
Telephone number:		(Home)		(Work)

Witness 1				
Name:				
Address:				
Telephone number:		(Home)		(Work)

Witness 2				
Name:				
Address:				
Telephone number:		(Home)		(Work)

PART 4 - Summary of action taken and result

	Y/N	Date	Time
Machine / jackpot device switched off? *(Refer to Gaming Machine Operations Manual, Sections 2.9.7, 2.9.8, 2.9.9, 2.9.11, 2.9.12, 3.2, 3.8)*			
Society informed?			
Partial or full "special" MMA completed? *(Refer Gaming Machine Operations Manual, Section 3.2)*			
Technician called?			
Records (or copies) preserved and kept with this record?			
If "Y", specify what, *i.e. Cash Clearance Details Reports, Cancelled Credit/Short Pay Records, WGMPRs, MMAs, Cashless GMARs, Daily Jackpot Turnover Records, Daily Jackpot Cancelled Credit records, Weekly Jackpot System Analysis Reports, other manual or computer generated records, e.g. refill book, jackpot system log, cashless system log.* (Circle, underline, or write underneath)			
Technician's report obtained? *(attach if "Y")*			
If a dispute, was player paid out? - Include amount paid here: $...................... - Customers name and signature:			
Customer (if applicable) advised of action/result?			
Repair(s) carried out?			
By whom?			
Machine / jackpot device re-instated?			

Result – *Include brief details of resolution of problem, for example - "Technician replaced faulty hopper part."; "Replacement software fitted"; "Short pay claimed but not verified after MMA completed"*