Harm Minimisation Overview

coms   **next** PAYMENTS

Reducing Pokies Harm In Class 4 Venues

This is a harm minimisation and self-regulatory proposal around how ATMs are used in class 4 venues. This will assist in providing a standard level of industry control.

Current harm minimisation systems

ATM receipt messaging	Onscreen advertisements promoting responsible gaming	No credit card use at ATMs	ATM transaction limits
Effect	**Effect**	**Effect**	**Effect**
Card holders are advised to "stay in your means" plus 0800 problem gambling line is advertised on ATM receipts	Card holders see the NZ gov't advertisement on the ATM screen for up to 13 seconds during their transactions	No credit card withdrawals allowed to reduce likelihood of bad debt accrual	A card holder can only access up to $200 per withdrawal or a min of $20 per withdrawal

Integrate the ATM into COMS (QEC)

Sophisticated software that automates transactional data directly to the venue operate/staff while maintaining cash security, visibility and reporting – all driven by Concilio and visible on one COMS device.

Integration	QEC	Workings	Warning Sign	Recording and Auditing
Solution	**Solution**	**Solution**	**Outcome**	**Outcome**
ATM data to COMS/QEC auditable transactional data	Additional tile on one integrated gaming platform - no need for more devices	Easily recorded and visible to staff and operator	Easy for staff to identify all from one device in the venue	Management and back-office efficiencies

QEC screen and ATM alerts

Static	Warning	Verification

Three available options

This should be an industry proposed self-regulated option. There are three options available:

Basic

- ✓ An additional tile will be added to the QEC for the ATM
- ✓ Next will push through to COMS the data, for the required measurable transactions, 4 withdraws and 1 insufficient fund/decline
- ✓ Staff to follow their procedure - manually based
- ✓ Transaction data will be cloud-based and stored accordingly by each venue

$50 Per Month

Essential

- ✓ All the Basic requirements, plus:
- ✓ A pin hole facial recognition camera to be added to the ATM.
- ✓ Alert been displayed on QEC, and an images of the person taken with the same date and time stamp
- ✓ Staff can do the required harm minimisation procedure and record this in QEC
- ✓ All data stored

One off cost $650 for FR
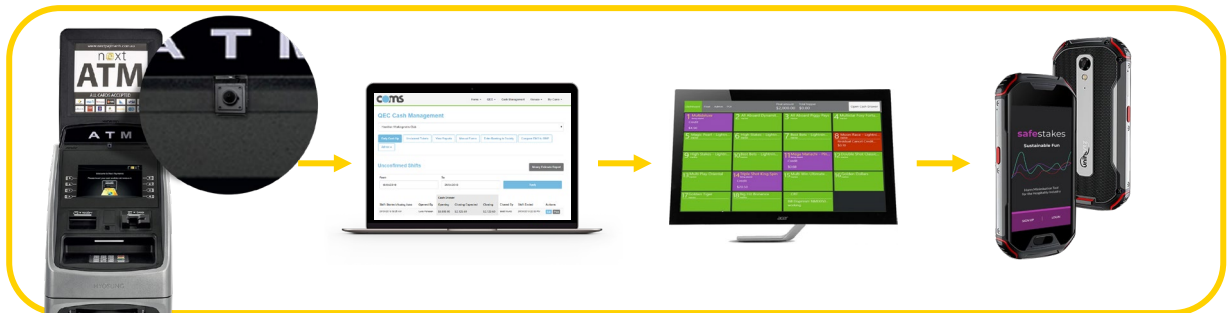*for venues that have FR currently

$175 Per Month

Complete

- ✓ All Basic and Essential requirements, plus:
- ✓ Site to purchase 1 or 2 pager/tables
- ✓ Full electronic harm minimisation on pager/tablet (Wi-Fi based)
- ✓ Staff receive alert via pager/tablet,
- ✓ Tablet prompts all required questions and procedure, including an image of person
- ✓ All data stored

One off cost $1,500 per Tablet

$300 Per Month

CUSTOM (Pager) VENUE LIMITS

- o **Expenditure Levels**
  - ATM limits
  - ATM warnings
- o **Room sweep**
- o **Refills and Canceled Credits**
  - EGMs
  - CRTs

- o **POI Detection**
- o **Time in venue Notification**
- o **Hopper refills**
- o **MVE Exclusion Acceptance**
- o **COMS can customize for individual needs/requirements**