

IMPORTANT INFORMATION ABOUT PLAYER ACCOUNTS - GAMING MACHINES REGULATION 2019 PART 6

Please be advised that the Club has activated Player Accounts for all members. This functionality has been implemented across all venues within the Ryde Eastwood Leagues Club Group.

The security of money in player accounts is the responsibility of both the registered club and the account holder. The government and its agencies take no responsibility for any losses that might occur from the account.

An account holder is solely responsible for ensuring that the account holder's personal identification number ("PIN") is kept confidential, and that no other person has access to the account holder's player card. The account holder is liable for any losses that might arise from, or in connection with, the account holder's failure to comply with such responsibilities.

All members are able to opt out of the Club's player reward scheme at any time. If you do not wish to participate in the Club's player reward scheme, please contact the Membership Office at Ryde Eastwood Leagues Club. Player activity statements are available on request. Weekly account limits can be set and updated at any time by written notice to the Club.

The player information brochure, issued by L&GNSW, can be accessed at
[Info-About-The-Odds-Betting-On-Gaming-Machines.pdf](#)

Help is close at hand
GambleAware
gambleaware.nsw.gov.au
1800 858 858

*If gambling is a problem for you or a family member, counselling and self-exclusion may help.
Contact ClubSafe Counselling Service on 1800 99 77 66 or email clubsafe@clubsnsw.com.au
Third Party Exclusions are also available; contact a Duty Manager for details.
Player activity statements are available on request.*



ISSUING OF PLAYER CARDS

A player card must not be issued to a person who is under the age of 18 years and must provide documentary proof of their identity.

Only one player card (and player account) per person may be issued by the club; this excludes another player card as a replacement for one that has been lost, stolen, or destroyed.

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Any money that is held by the club in a player account must be kept separate from any other funds or accounts held or maintained by the club and not be used by the club for any purpose.

The amount of money that can be held in a player account must not exceed \$5,000.

PLAYER REWARD SCHEME AND PLAYER ACTIVITY STATEMENTS

As a member, you are automatically enrolled in the Club's player reward scheme. Any member can change their enrolment status in the Club's player reward scheme at any time by contacting Membership at Ryde Eastwood Leagues Club or by speaking to a Duty Manager.

A Player Activity Statement (in the approved form) must be provided free-of-charge by the club to the person on a monthly basis, when requested.

A Player Activity Statement will be provided in respect of a monthly period only if the player account has been used during that period.

TRANSACTION RECORDS - PLAYER ACCOUNTS

The following information must be kept by the Club and provided on each occasion any money is paid into or withdrawn from a player account:

- ✓ A list of each transaction involving the depositing of money into the player account at the cashier;
- ✓ A list of each transaction involving the paying of credits into the player account as a result of playing electronic gaming machines;
- ✓ A list of each transaction involving the withdrawal of money from the player account at the cashier.

The transaction record will include the type of transaction, amount of money involved, time/date of the transaction and the current balance in the account.

WEEKLY ACCOUNT LIMITS

A player account holder may, by written notice to the club, set a limit on the amount of net expenditure (i.e. turnover less wins) per week from the account (weekly account limit). The setting of a weekly account limit may also include arrangements for the deactivation of the account card.

If a weekly account limit is set, the person may alter the limit by written notice to the club.

If the notice is to decrease the weekly account limit, the club will give effect to the alteration as soon as practicable (but not later than 24 hours in any case).

If the notice is to increase the weekly account limit, the increase will not take effect until 48 hours after the notice is given to the club.