



<Sample Name>  
<123 Sample Street>  
<Sample Suburb>  
<South Australia XXXX>

The name and address information here comes from the Activity Statement data columns B:I

Member Number: XXXXXXXXXX

The member number is contained in all data

Dear <NAME> Name is from column C of the Activity Statement Data

Your quarterly statement for the period <DATE> to <DATE> is now available for viewing and is attached.

These dates are reflective of the first and last date of the quarter

The statement includes the following information (where applicable):

- Your quarterly activity statement – detailing your recorded gambling activity conducted whilst using your membership card at SkyCity Adelaide during the relevant period;
- Your cashless statement – detailing, amongst other things, cashless gaming activity conducted during the relevant period;
- Your MyPlay statement – detailing, amongst other things, your recorded gambling activity and how they correlate with your MyPlay limits during the relevant period.

SkyCity Adelaide has a pre-commitment program (known as MyPlay) that allows customers to set individual limits to help them control their gaming on electronic gaming machines and electronic table games. Customers may limit the amount of time &/or money they wish to spend, the number of visits they wish to make and break in play/no play periods. The Host Responsibility team is available to assist customers with setting up or changing personal pre-commitment limits. Visit <https://skycityadelaide.com.au/about-us/host-responsibility/my-play/> for more information regarding MyPlay or ask venue staff for details.

If you or someone you know needs help, please get in touch with our specially trained staff by calling (08) 8212 2811 and ask to be put through to the Host Responsibility team. Alternatively, you can contact the National Gambling Helpline on 1800 858 858. Available 24/7.

Please feel free to contact SkyCity Rewards or a VIP Host if you have any questions regarding statements.

Kind regards,  
SkyCity Adelaide



## PLAYER ACTIVITY STATEMENT

Member Number: xxxxxxxxx

Statement Period: <XX/XX/20XX – XX/XX/20XX> Same as the dates listed in the cover letter

**Total Amount Bet:** <\$> Corresponds to the column named "Total Turnover"

**Total Amount Won:** <\$> Corresponds to the column of the same name

**Overall Net Win (+) / Loss (-):** <\$> Corresponds to the column named "Player Win"

**Total Number of Days Gambled:** <\$> Corresponds to the column named "Gaming Days"

**The total amount of time your loyalty card was used during the period:** X hour<s> X minute<s>  
Split into 2 columns - Total time spent - hour & total time spent - minute

Month	Total Amount Bet	No. of Days Gambled	Net Amount Won (+) / Lost (-)
<Month 1 20XX>	<\$>	<XX>	<\$>
<Month 2 20XX>	<\$>	<XX>	<\$>
<Month 3 20XX>	<\$>	<XX>	<\$>

The month names are in the columns titled Month 1 name, Month 2 name and Month3 name

For each month, the total amount bet is in the column titled "Month x Total Amount Bet"

For each month, the No. of Days Gambled is in the column titled "Month x No days gambled"

For each month, the Net Amount Won (+)/Lost(-) is in the column titled "Month x Net Amount Won or (Lost)"

### Notes:

1. In this statement, a day starts at 6:00am and ends at 5:59am on the following day.
2. This activity statement is a summary of your gaming activity for the period shown.
3. This activity statement only shows occasions where you used your membership card whilst playing an electronic gaming machine or electronic table game during the relevant period. The accuracy of the information contained within this statement is dependent upon you using your SkyCity Rewards membership card in a manner as instructed by SkyCity Adelaide.
4. The total amount of time your loyalty card was used during the activity period represents the total aggregate time difference between the start and end time of each of your gaming ratings from card-in to card-out. Please note that these figures are estimates and only the minute part will be considered on each individual rating and not the seconds (for example, if time played in relation to a rating is 1 minute and 20 seconds then only 1 minute will be displayed for that rating). If the rating does not have any play (ie, zero bets) then the rating will not be processed and the time will not form part of your statement.



DATE    Remove this please

Member Number: 000000000

Dear NAME

Same date range as the cover letter

Please find below your Precommitment information for the period <DATE> to <DATE>.

Please see our friendly staff at either the Rewards desk or Host desks to vary or confirm your limits. Your delivery preference can also be updated at these locations. We can send statements via post, email or onsite collection.

If you would like to have your pre-commitment statement produced in another language please contact SkyCity Adelaide’s Rewards department either at the Rewards desks onsite or by emailing [customercompliance@skycity.com.au](mailto:customercompliance@skycity.com.au).

Date - end date of the quarter

**Your Active Pre-Commitment Rule/s as at <date>**

Rule 1

The rules are on Sheet 2 of the Pre-Commitment data. Please see the Word document for mapping explanations, as it won't fit here.

Rule 2

Rule 3 etc

**Number of Breaches:** xx From the Breaches column on Sheet 2 of the Pre-Commitment Data

**Daily Amounts Won/Lost During the Period:**

Date	Amount Won/Lost
1/07/2024	50.23
7/07/2024	81.20
8/07/2024	63.00
9/07/2024	63.00
10/07/2024	51.00
11/07/2024	63.84
15/07/2024	60.00
16/07/2024	83.00

The data in this table comes from sheet 3 of the pre-commitment data. The Date is from the "Session" column and the Amount Won/Lost is from the "Session Nett" column.

17/07/2024	26.59
18/07/2024	32.00
19/07/2024	19.00
20/07/2024	76.00
29/07/2024	2.00
30/07/2024	78.00
31/07/2024	33.00
1/08/2024	72.00
2/08/2024	75.00
3/08/2024	93.00
4/08/2024	58.00
5/08/2024	29.00
6/08/2024	33.00
7/08/2024	37.00
8/08/2024	67.00
9/08/2024	2.00
10/08/2024	65.00
17/08/2024	61.00
18/08/2024	68.00
19/08/2024	67.00
20/08/2024	19.00
21/08/2024	24.00
22/08/2024	77.00
23/08/2024	90.00
24/08/2024	69.00
3/09/2024	57.00
4/09/2024	8.00
5/09/2024	4.00
18/09/2024	62.00
19/09/2024	17.00
20/09/2024	38.00
21/09/2024	27.00
29/09/2024	70.00
30/09/2024	38.00

This information is accurate as at <DATE> and will not reflect any changes you have made in MyPlay after this time.  
Date - end date of the quarter



<Sample Name>  
<123 Sample Street>  
<Sample Suburb>  
<South Australia XXXX>

CASHLESS STATEMENT

Account Number: xxxxxxxxx  
Statement Period: <Month1> to <Month1>  
Enquiries: Please visit the Rewards Desk or  
call our Customer Care Centre on  
[08] 82122811

Dear <NAME>,

Please find below your cashless gaming activity for the month of <MONTH1 NAME>. For any month in which you have engaged in cashless gaming we are required to send you a statement of activity.

Date	CASHLESS ACCOUNT ACTIVITY			GAMING ACTIVITY		
	Cashless Card Deposit	Credits Transferred From Card to Game	Credits Transferred From Game to Card	Total Amount Bet	Total Amount Won	Net Amount Won or -(Lost)
02/06/2024	\$1,000.00	\$2,658.00	\$1,661.00	\$6,177.70	\$4,930.70	-( \$1,247.00)
16/06/2024	\$500.00	\$4,665.00	\$8,656.10	\$11,977.50	\$15,868.60	\$3,891.10
23/06/2024	-	\$5,635.00	\$5,386.22	\$13,151.00	\$12,902.22	-( \$248.78)
30/06/2024	-	\$6,950.00	\$7,443.74	\$16,607.00	\$17,100.74	\$493.74
TOTAL	\$1,500.00	\$19,908.00	\$23,147.06	\$47,913.20	\$50,802.26	\$2,889.06
	Total Cash to Card	Total Card Credit to Game	Total Game Credit to Card	Total Bets Placed	Total Device Win	Total Net Win Loss

**DATE:** Refers to any day that a cashless transaction has taken place. **CASHLESS CARD DEPOSITS:** Refers to money placed on your cashless account at either an Ezyplay terminal or cashier. **CREDITS TRANSFERRED FROM CARD TO GAME:** Refers to credits (in dollar amounts) transferred from your cashless account to an electronic gaming machine or electronic table game. **TOTAL AMOUNT BET:** This is the accumulative total dollar amount wagered on all spins or hands you have played. **CREDITS TRANSFERRED FROM GAME TO CARD:** Refers to credits (in dollar amounts) transferred from an electronic gaming machine or electronic table game to your cashless account. **TOTAL AMOUNT WON:** This is the accumulative amount (in dollars) won by you. **NET AMOUNT WON OR -(LOST):** This is the difference between Bets Placed and Player Win from Game.

Further Information

This is not a complete record of your play. This statement only includes transactions made using your cashless account and daily gaming activity where your cashless account has been used at least once on that day and only includes months where your delivery preference was email or post. This statement is a regulatory requirement, is only sent to you and remains confidential. Please continue to use your card when playing as earning points is the best way to gain the most benefit from your membership.

SkyCity Adelaide has a pre-commitment program (known as MyPlay) that allows customers to set individual limits to help them control their gaming on electronic gaming machines and electronic table games. Customers may limit the amount of money they wish to spend, the amount of time they wish to spend at the venue, and the number of visits they wish to make. The Host Responsibility team is available to assist customers with setting up personal pre-commitment limits. Visit <https://skycityadelaide.com.au/about-us/host-responsibility/my-play/> for more information regarding MyPlay or ask venue staff for details. If you are someone you know needs help, please get in touch with our specially trained staff by calling (08) 8212 2811 and ask to be put through to HRC. Alternatively, you can contact the National Gambling Helpline on 1800 858 858. Available 24/7.



<Sample Name>  
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## CASHLESS STATEMENT

Account Number: xxxxxxxxx  
Statement Period: <Month2> to <Month2>  
Enquiries: Please visit the Rewards Desk or  
call our Customer Care Centre on  
[08] 82122811

Dear <NAME>,

Please find below your cashless gaming activity for the month of <MONTH2 NAME>. For any month in which you have engaged in cashless gaming we are required to send you a statement of activity.

Date	CASHLESS ACCOUNT ACTIVITY			GAMING ACTIVITY		
	Cashless Card Deposit	Credits Transferred From Card to Game	Credits Transferred From Game to Card	Total Amount Bet	Total Amount Won	Net Amount Won or -(Lost)
02/06/2024	\$1,000.00	\$2,658.00	\$1,661.00	\$6,177.70	\$4,930.70	-( \$1,247.00)
16/06/2024	\$500.00	\$4,665.00	\$8,656.10	\$11,977.50	\$15,868.60	\$3,891.10
23/06/2024	-	\$5,635.00	\$5,386.22	\$13,151.00	\$12,902.22	-( \$248.78)
30/06/2024	-	\$6,950.00	\$7,443.74	\$16,607.00	\$17,100.74	\$493.74
<b>TOTAL</b>	<b>\$1,500.00</b>	<b>\$19,908.00</b>	<b>\$23,147.06</b>	<b>\$47,913.20</b>	<b>\$50,802.26</b>	<b>\$2,889.06</b>

**DATE:** Refers to any day that a cashless transaction has taken place. **CASHLESS CARD DEPOSITS:** Refers to money placed on your cashless account at either an Ezyplay terminal or cashier. **CREDITS TRANSFERRED FROM CARD TO GAME:** Refers to credits (in dollar amounts) transferred from your cashless account to an electronic gaming machine or electronic table game. **TOTAL AMOUNT BET:** This is the accumulative total dollar amount wagered on all spins or hands you have played. **CREDITS TRANSFERRED FROM GAME TO CARD:** Refers to credits (in dollar amounts) transferred from an electronic gaming machine or electronic table game to your cashless account. **TOTAL AMOUNT WON:** This is the accumulative amount (in dollars) won by you. **NET AMOUNT WON OR -(LOST):** This is the difference between Bets Placed and Player Win from Game.

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<Sample Name>  
<123 Sample Street>  
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## CASHLESS STATEMENT

Account Number: xxxxxxxxx  
Statement Period: <Month3> to <Month3>  
Enquiries: Please visit the Rewards Desk or  
call our Customer Care Centre on  
[08] 82122811

Dear <NAME>,

Please find below your cashless gaming activity for the month of <MONTH3 NAME>. For any month in which you have engaged in cashless gaming we are required to send you a statement of activity.

Date	CASHLESS ACCOUNT ACTIVITY			GAMING ACTIVITY		
	Cashless Card Deposit	Credits Transferred From Card to Game	Credits Transferred From Game to Card	Total Amount Bet	Total Amount Won	Net Amount Won or -(Lost)
02/06/2024	\$1,000.00	\$2,658.00	\$1,661.00	\$6,177.70	\$4,930.70	-( \$1,247.00)
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<b>TOTAL</b>	<b>\$1,500.00</b>	<b>\$19,908.00</b>	<b>\$23,147.06</b>	<b>\$47,913.20</b>	<b>\$50,802.26</b>	<b>\$2,889.06</b>

**DATE:** Refers to any day that a cashless transaction has taken place. **CASHLESS CARD DEPOSITS:** Refers to money placed on your cashless account at either an Ezyplay terminal or cashier. **CREDITS TRANSFERRED FROM CARD TO GAME:** Refers to credits (in dollar amounts) transferred from your cashless account to a electronic gaming machine or electronic table game. **TOTAL AMOUNT BET:** This is the accumulative total dollar amount wagered on all spins or hands you have played. **CREDITS TRANSFERRED FROM GAME TO CARD:** Refers to credits (in dollar amounts) transferred from an electronic gaming machine or electronic table game to your cashless account. **TOTAL AMOUNT WON:** This is the accumulative amount (in dollars) won by you. **NET AMOUNT WON OR -(LOST):** This is the difference between Bets Placed and Player Win from Game.

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