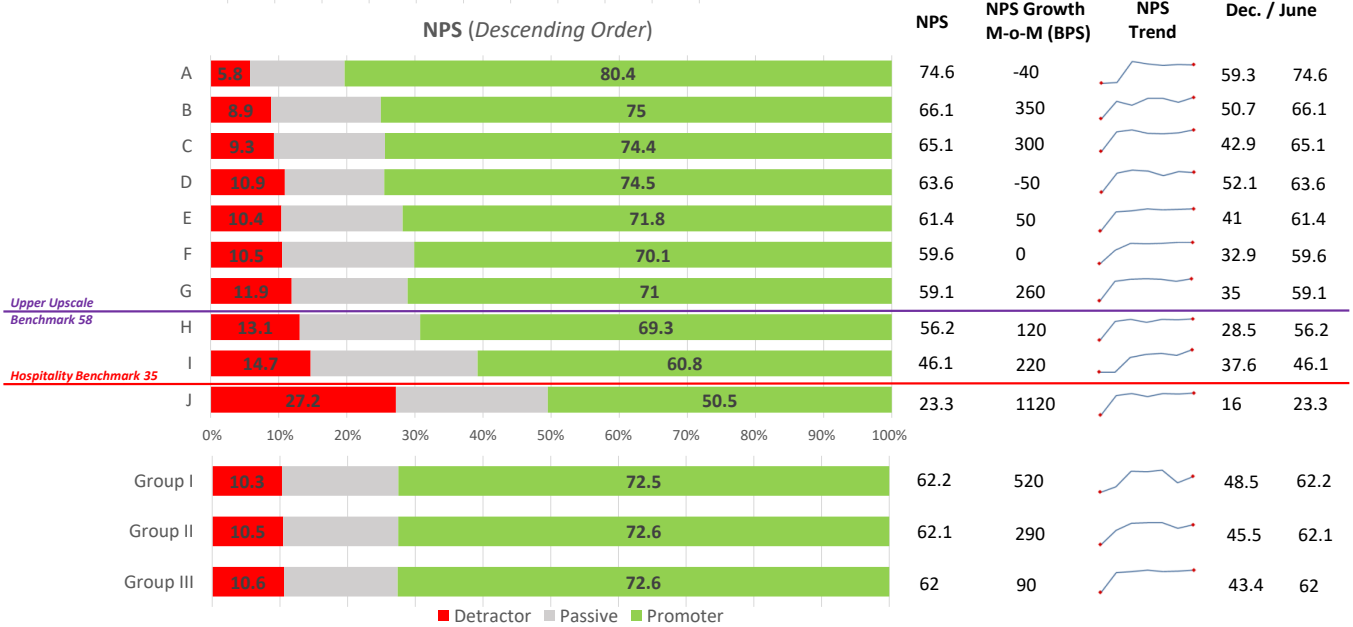
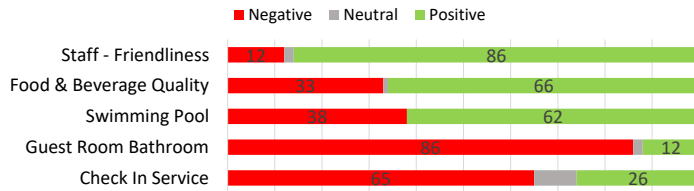
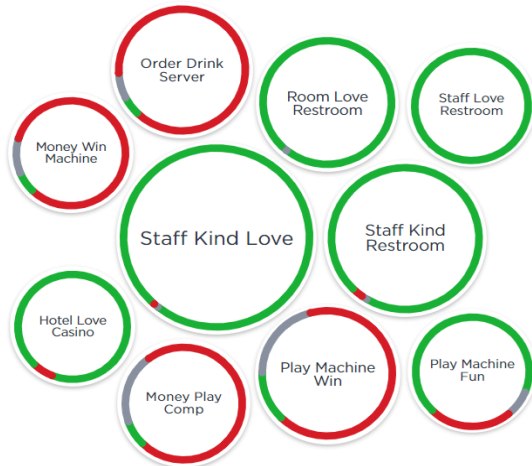


Monthly Summary for June 2020:

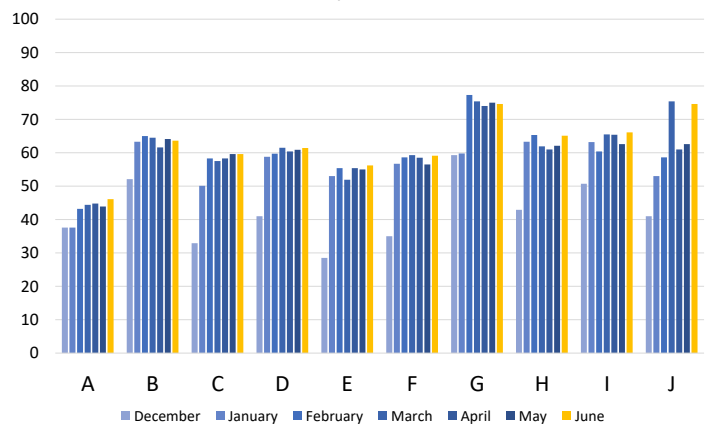
- Major positive changes in feedback from VIP Guests compared to May:
 - Guest Room Cleanliness: 75% positive feedback (June) vs. 67% (May)
 - Game Variety & Selection: 55% positive feedback (June) vs. 48% (May)
- Top 5 mostly mentioned areas from VIP Guests with sentiments:



VIP Guest Feedback:



Monthly NPS Trend



Survey Engagement by Property

| Property | Response Rate | Survey Delivered |
|----------|---------------|------------------|
| A | 42.8% | 2,487 |
| B | 40.9% | 5,766 |
| C | 36.4% | 37,182 |
| D | 33.6% | 8,567 |
| E | 32.4% | 37,836 |
| F | 27.9% | 19,200 |
| G | 25.9% | 10,444 |
| H | 24.7% | 3,324 |
| I | 24.0% | 17,393 |
| J | 21.1% | 11,200 |

VIP Responses

| Property | Number | % of Total Responses |
|----------|--------|----------------------|
| A | 307 | 38.1% |
| B | 1,066 | 37.3% |
| C | 1,521 | 29.0% |
| D | 2,915 | 24.8% |
| E | 3,120 | 23.2% |
| F | 455 | 19.6% |
| G | 169 | 16.6% |
| H | 538 | 13.0% |
| I | 300 | 12.7% |
| J | 276 | 10.6% |