

## Payout refusal report

Office of Liquor and Gaming Regulation

## Instructions

Please complete in BLOCK letters. Attach extra pages if needed. If you need help completing this form, please visit our website **www.business.qld.gov.au/liquor-gaming** or contact the Office of Liquor and Gaming Regulation (OLGR) on 13 QGOV (13 74 68).

## Necessary action upon completion of this report:

- i) The gaming employee must give a copy of this report to the involved licensee (club/hotel)
- ii) If the payout refusal decision was made as a result of a gaming system malfunction
  - a) the involved licensee must, as soon as practicable, give a copy of this report to the involved licensed monitoring operator, except where the involved licensee overrules the decision of the gaming employee
  - b) the involved licensee must, as soon as practicable, give a copy of any request for a review of the payout refusal decision to the involved licensed monitoring operator.
- iii) If the payout refusal decision was due to a breach of the Rules Ancillary to Gaming (Sch.3)
  - a) the involved licensee must, as soon as practicable, forward a copy of this report to the Executive Director, Office of Liquor and Gaming Regulation, Locked Bag 180, City East, Qld 4002
  - b) the involved licensee must, as soon as practicable, give a copy of any request for a review of the payout refusal decision to the Executive Director, OLGR.

Part A — All applicants complete every section		
Section 1 Licensee information	Licensed premises	
Section 2 Player information	Player namePhone	
Section 3 EGM attendant information	Machine serial no	
Section 4  Refusal reason If applicable, last repay details	Reason for refusal (and details of last replays if applicable)  Was the player given a written notice advising of their right to request a review of the refusal decision to the involved licensee (club/hotel) and such request must be made, in writing, within 10 days of the date of refusal, stating the grounds for seeking the review?  Gaming employee  Signature	

Part B — Licensed monitoring operator (LMO) use only		
Section 5	SSAN	
	Was an external jackpot configured with this game?	
LMO use only		
Only complete this section if sending this form to OLGR	Was a player loyalty system configured with the gaming machine?	
Part C – Lodgement		
Lodgement details	Please lodge the completed application form and any supporting documentation at the address below. You lodge your application by post.	
	Executive Director	
	Office of Liquor and Gaming Regulation	
	Locked Bag 180 City East Qld 4002	
	City Last Qia 4002	