

## RE: GC VIP Domestic / Cashier Services

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**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Date:** Wed, 19 Dec 2018 12:52:50 +1100  
**Attachments:** Fwd\_ [REDACTED].msg (125.44 kB); RE\_ Domestic \_ TOP30 - LOUS XIII Event \_ Saturday 16th June \_ Level 17, Pit 69.msg (186.37 kB); RE\_ Sovereign Cage.msg (93.7 kB)

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Hi [REDACTED]  
Thank you for your email.

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**From:** [REDACTED]  
**Sent:** Tuesday, 18 September 2018 5:24 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** GC VIP Domestic / Cashier Services

Hi [REDACTED]  
Thank you for your time earlier this afternoon and the feedback provided.

I have asked [REDACTED] to make contact with you to understand the GC processes and to investigate any examples where transactions go off-path. [REDACTED] has been working on the SLA.

[REDACTED] will also be visiting the GC next week, so can you look out for a meeting request from him.

Can you send me brief details about any transactions that don't follow the desired path as this will help to identify areas for improvement.

Cheers  
[REDACTED]

[REDACTED]  
GENERAL MANAGER  
GROUP CASH OPERATIONS

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