

**RE:** [REDACTED]

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**From:** [REDACTED]  
**To:** Chris Peasley [REDACTED]  
**Cc:** [REDACTED]  
**Date:** Wed, 23 Jan 2019 11:18:06 +1100

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Thank you, yes will do.

[REDACTED]  
 VICE PRESIDENT SALES & MARKETING DOMESTIC  
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**From:** Chris Peasley  
**Sent:** Wednesday, 23 January 2019 11:17 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: [REDACTED]

Ok but he shouldn't have been told, it should of just happened.

The trick here is to make sure its communicated the right way so he respects it not expects it....so please think about who and how its communicated to him.

Thanks  
 cp

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**From:** [REDACTED]  
**Sent:** Wednesday, 23 January 2019 10:55 AM  
**To:** Chris Peasley [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** [REDACTED]

Hi Chris

Seeking approval to comp \$31,000 outstanding PM account for [REDACTED] based on significant loss since October, \$515k theo and \$885k actual.

[REDACTED] doesn't receive the "standard" Loyalty Offers and since October, only over and above comps he has been given was \$2,500 Christmas lunch which I have factored into the profitability below. There were some Free Bet Vouchers but these are Net Actual and No Theo.

As the PM account is a work around for his loyalty card that doesn't work, we will put some new measures in place for daily deducting of comp which would mimic how a working card operates and to

help prevent situation like this again.

Thank you

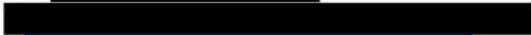


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