

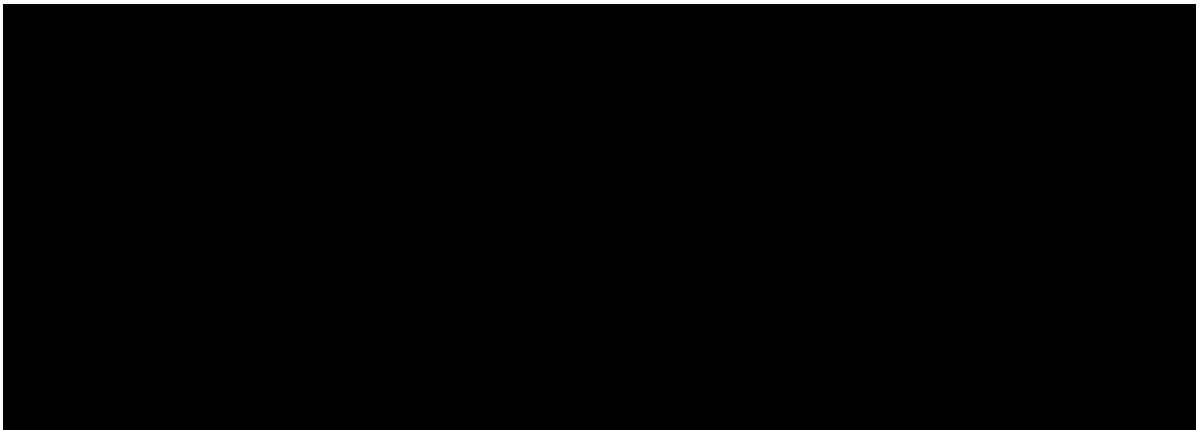
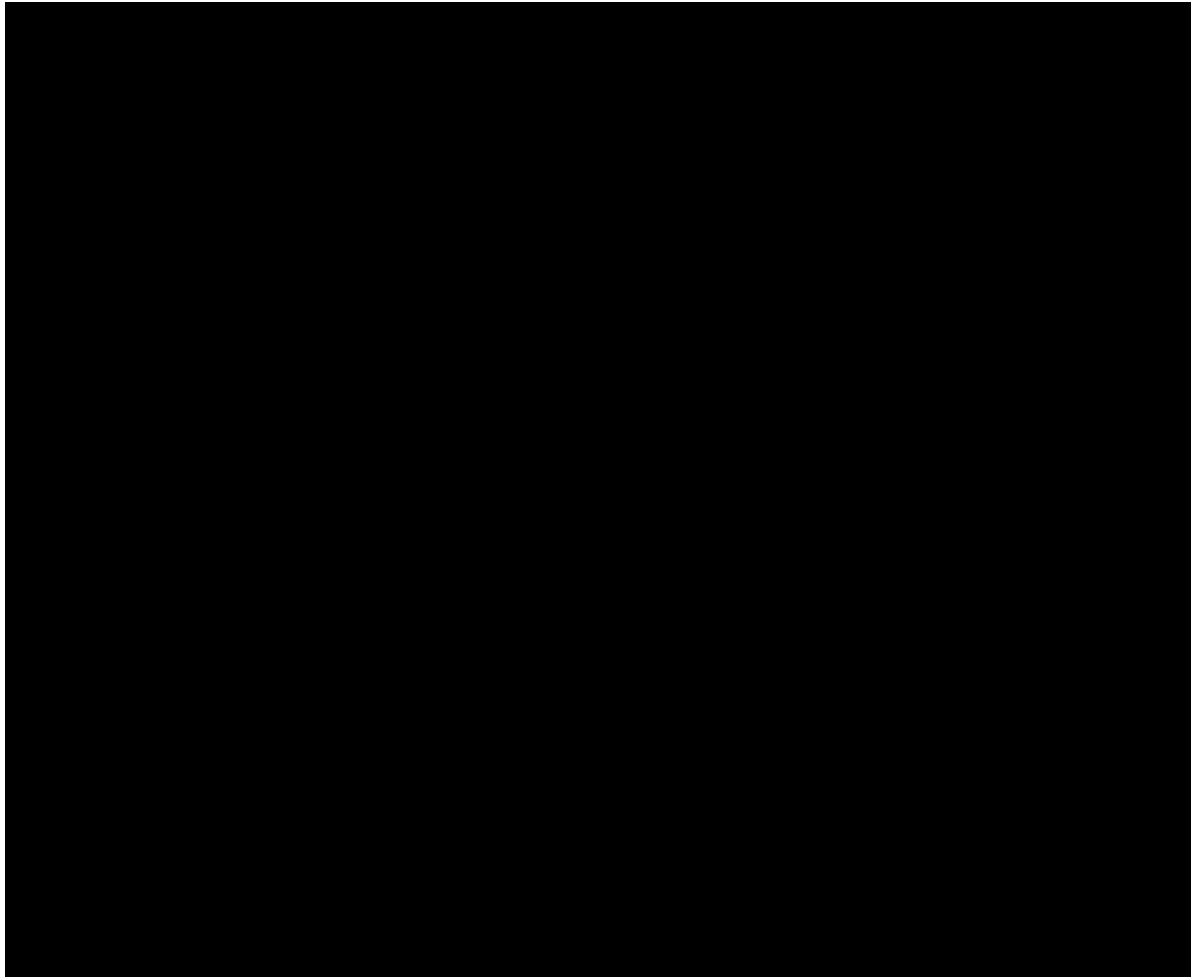
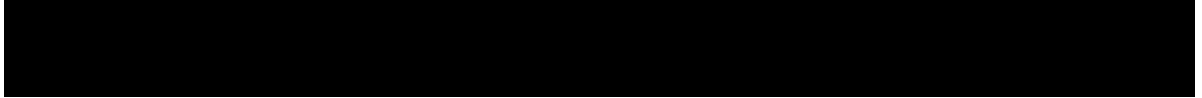
ANNEXURE 1

Part 1 - Information to be provided

1. State the date(s) the Fast Codes service commenced on each of the desktop and mobile applications of the Sportsbet Service.

14 June 2017.

2. Describe each action in the Fast Codes Process as it operated at the date(s) the Fast Codes service commenced.



3. State whether the Fast Codes Process described in the answer to [2] has at all times during the Relevant Period been the same, for each of the desktop and mobile applications of the Sportsbet Service.

Yes.

4. If the answer to [3] is no:

- a. describe each change to the Fast Codes Process that has occurred during the Relevant Period, for each of the desktop and mobile applications of the Sportsbet Service; and
- b. state the dates each change to the Fast Codes Process began and the period during which the amended Fast Codes process operated.

Not applicable.

5. For each period in which the Fast Codes Process operated in the way disclosed in the answers to [2] & [4], state:

- a. whether the customer was required to speak with an individual person (rather than an automated or computerised voice), and if no, provide details of any interactions the customer was required to make that were not with an individual person; and

Yes – the Fast Codes Process has at all times required customers to speak with an individual person.

- b. whether tone signals were used, other than those used for menu systems for transferring callers and if yes, provide details of the way those tone signals were used.

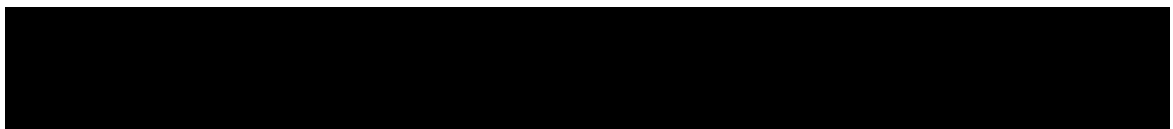


6. State the following information about customers of the Fast Codes service, for each of the desktop and mobile applications of the Sportsbet Service:

- a. a description of all the customers that can access the Fast Codes Service, for example, whether customers need to have an account with that Sportsbet Service;

The Fast Code Service is available to Sportsbet customers (i.e. those that hold an account with Sportsbet).

- b. all the ways a customer can identify themselves to place an in-play-bet as part of the Fast Codes service, including if they are logged into the Sportsbet Service or not;



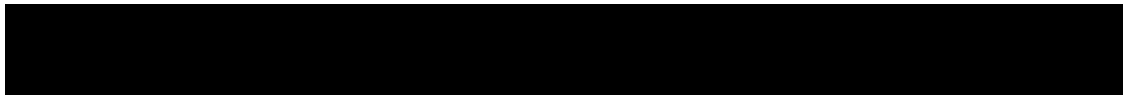
- c. all the ways a customer can deposit money to place the in-play bet as part of the Fast Codes service;



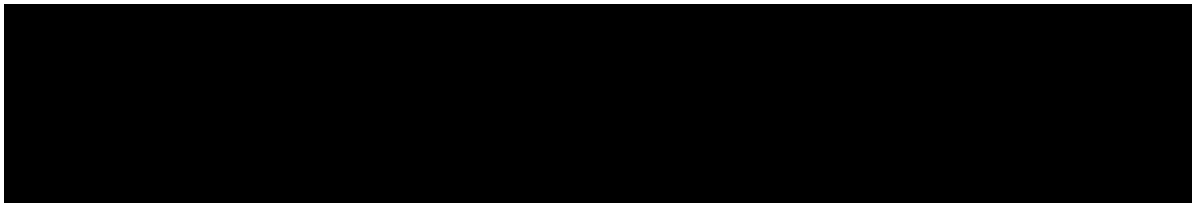
- d. whether customers physically present in Australia can place an in-play bet using the Fast Codes service; and

Yes.

- e. all the ways a customer can initiate a Call to the Operator to use the Fast Codes service, including whether a customer can click on a phone number that appears in the Fast Code pop-up and be automatically connected to the Operator.



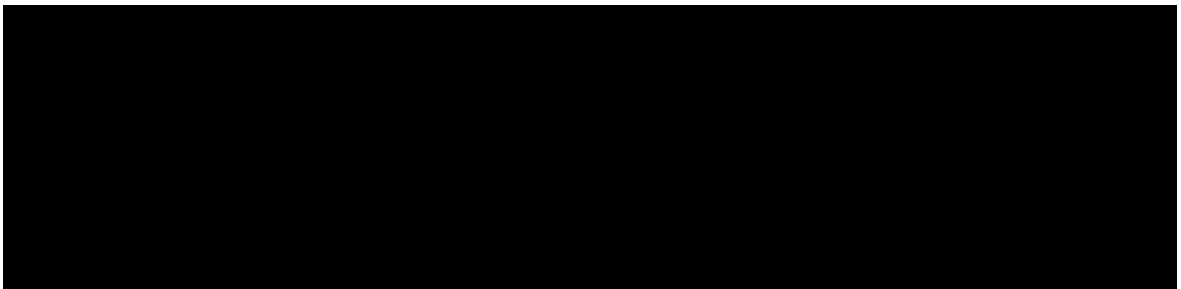
7. After the Fast Code is generated, if there is a pop up prompting the customer to click on the telephone number of the Operator, what, if any, information is conveyed to the Operator once the customer clicks and calls the number in the pop up, including about the bet and the customer.



8. State whether the Operator's staff can see on their systems the number of in-play bets made by a customer during a particular period of time.

Yes.

12. Describe the Operator's understanding of the following terms with respect to an in-play bet: market, event, bet type and bet selection.



Part 2 - Documents

- 13. Provide step by step screen captures of the generation of Fast Codes on each of the desktop and mobile applications of the Sportsbet Service which are representative of the way Fast Codes are generated during the Relevant Period. If Fast Codes have not been generated in the same way at all times during the Relevant Period, provide screen captures that represent each change in the way Fast Codes have been generated and the relevant dates from which these changes applied.**

See annexure to this response titled 'Annexure 2 - Item 13'.

- 15. Provide copies of all training Documents provided to the Operator's staff with respect to answering calls where customers provide Fast Codes, including:**
- a. training materials in relation to dealing with problem gamblers, including to identify problem gambling and 'red flag' behaviour; and**
 - b. script(s) that staff are instructed to follow when accepting a telephone bet with the use of a Fast Code.**

See annexures to this response titled 'Annexure 3 - Item 15.1', 'Annexure 3 - Item 15.2', 'Annexure 3 - Item 15.3', 'Annexure 3 - Item 15.4'.

- 16. Provide copies of all the following advertisements and promotional Documents about the Fast Codes service, used by the Operator during the Relevant Period:**
- a. Documents provided to the public including through social media platforms or other online advertising including the Sportsbet Service's website; and**
 - b. template Documents of advertising and promotional emails and SMSs sent to customers as part of a mailing list.**

See annexure to this response titled 'Annexure 4 - Item 16'.