



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.olgr.qld.gov.au 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 GM licence no. Refusal date Refusal time am/pm Amount of payment refused \$ Amount bet \$
Section 2 Player information	Player name Phone Player address
Section 3 EGM attendant information	Machine serial no. Machine ID no. Game name Credit denomination Lines played Bets per line Stroke meter value Was refusal concerning a jackpot amount? <input type="checkbox"/> Yes <input type="checkbox"/> 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? <input type="checkbox"/> Yes <input type="checkbox"/> No Gaming employee Signature

Part B – Licensed monitoring operator (LMO) use only

Section 5

LMO use only

Only complete this section if sending this form to OLGR

SSAN Cabinet/platform

Was an external jackpot configured with this game?

Yes No

Was a player loyalty system configured with the gaming machine?

Yes No

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