



Mille Lacs Band of Ojibwe Indians
Gaming Regulatory Authority
Detailed Gaming Regulations

DGR-15 Player Tracking and Bonus Standards

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1. General Player Tracking Standards

- 1.1. Supervision shall be provided as needed for player tracking by an associate(s) with authority greater than those being supervised.
- 1.2. Marketing offers shall not be extended to excluded patrons or those who have opted out of receiving such offers, whether mail, telephone, digital, or other means.
- 1.3. Rules for player tracking accounts including the awarding, redeeming, and expiration of points must be prominently displayed or available for patron review at the Gaming Operation.
- 1.4. Valid patron identification shall be required when using a player's club card for the following :
 - 1.4.1. Redemption of points, except in the case of redemption at the machine which shall require a PIN.
 - 1.4.2. Redemption of comps.
 - 1.4.3. Receipt of gifts.
 - 1.4.4. Receipt of other promotional items or discounts.
 - 1.4.5. Reprinting a player's club card.
 - 1.4.6. Change of PIN.
 - 1.4.7. General changes to the account.

2. Player Tracking System Standards

- 2.1. The Gaming Operation shall develop a system of internal controls for changes to player tracking accounts that include appropriate review and authorization for the following:
 - 2.1.1. Merging a patron account.
 - 2.1.2. Closing a patron account.
 - 2.1.3. Reactivating a patron account.
 - 2.1.4. Deactivating a patron account.
 - 2.1.5. Standardized naming convention of system test and administrative accounts
- 2.2. The player tracking system shall be secured so as to prevent unauthorized access (e.g., changing passwords at least quarterly and physical access to computer hardware, etc.).
- 2.3. Player's club associates who redeem points for members shall be allowed to receive lost players club cards, provided that they are immediately deposited into a secured container for retrieval by independent personnel.
- 2.4. The addition of points to patron accounts other than through actual gaming machine play shall comply with the following:
 - 2.4.1. The addition of points shall be sufficiently documented (including substantiation of reasons for increases).

- 2.4.2. The addition of points shall be authorized or performed by supervisory associates of the players club department. Alternatively, the addition of points to patron's accounts may be authorized by video games of chance supervisory associates if sufficient documentation is generated and it is randomly verified by associates independent of the video games of chance department on a quarterly basis.
- 2.5. The GRA shall be notified prior to any system configuration changes made to the player tracking system.
 - 2.5.1. Changes to player tracking system parameters including but not limited to the following shall be performed under the authority of supervisory agents independent of the department initiating the change:
 - a. Bonuses.
 - b. Restricted credits.
 - c. Non-restricted credits.
 - d. Points.
 - e. Comp.
- 2.6. All changes to the player tracking system shall be appropriately documented with the following:
 - 2.6.1. Associate performing the change.
 - 2.6.2. The altered parameter.
 - 2.6.3. The time and date of change.
 - 2.6.4. The parameter value before and after the change.
 - 2.6.5. The reason for the parameter adjustment.
- 2.7. All computerized player tracking systems shall be reviewed by associate(s) independent of the individuals that set up or make changes to the system parameters at least annually.
 - 2.7.1. The review shall be performed to determine that the configuration parameters are accurate and have not been altered without appropriate management authorization.
 - 2.7.2. The test results shall be documented and maintained.

3. Bonus System Logging and Reporting

- 3.1. The following shall be implemented by the host system to ensure that games are prevented from responding to commands for crediting outside of properly authorized bonus transactions (hacking).
 - 3.1.1. The network hubs shall be secured (either in a locked/monitored room or area) and no access shall be allowed in any mode without a valid login and password.
 - 3.1.2. The users who have the requisite permission levels/login to adjust critical parameters shall be limited.

- 3.1.3. Procedures shall be in place on the system to identify and flag suspect player and employee accounts. Accounts shall be reviewed by management.
- 3.1.4. User roles or procedures shall be established in promotional parameter configuration applications, which enforce logical separation of controls to discourage obvious misbehavior.
- 3.2. Controls shall be placed on any diagnostic functionality available at the device/system, such that all activity would reflect a specific account(s) and the individual(s) tasked to perform these diagnostics whereby all bonus diagnostic activity that affect the gaming machine associated meters may be audited by the GRA.
- 3.3. If communication between the accounting system and the gaming device is lost, a message shall either be displayed to the patron or available under diagnostics either at the game or within the online system which would indicate the reason for bonus failure due to communication error.
- 3.4. The central system shall have the ability to produce logs for all complete bonus transactions to include the same information required on gaming machine audit logs and capable of being filtered by:
 - 3.4.1. Machine number.
 - 3.4.2. Date and time.
 - 3.4.3. Type.
- 3.5. The following reports shall be made available to appropriate law enforcement agencies for review:
 - 3.5.1. Bonus transaction.
 - 3.5.2. Bonus activity by machine summary.
 - 3.5.3. Bonus activity by machine detail.
 - 3.5.4. Meter verification detail.
 - 3.5.5. Bonus adjustment.
 - 3.5.6. Bonus adjustment by adjustor.
 - 3.5.7. Bonus adjustment detail.
 - 3.5.8. Other bonus system reports, as applicable.
- 3.6. The system shall have the ability to produce the following reports:
 - 3.6.1. Bonus summary and detail reports, which include transaction information indicating:
 - a. Date and time.
 - b. Gaming machine number.
 - c. Amount.

- d. Type of bonus.
- 3.6.2. Bonus meter reconciliation summary and detail reports, which shall provide reconciliation of each participating gaming machine bonus meter(s) against the host system's bonus activity.
 - 3.6.3. Auditing reports, which shall provide modification details whenever critical parameters are modified.

History

This Detailed Gaming Regulation is a combination of multiple DGRs, previously DGR-3 Problem Gambling Prevention Program, DGR-10 Standards for Table Games, DGR-11a Promotional Gaming Devices and Promotional Systems, and DGR-14 Complimentary Services or Items, Player Tracking & Gaming Promotions.

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Prior versions of this Detailed Gaming Regulation are available upon request from the Gaming Regulatory Authority.