

From: [Duffus, Robert GCPE:EX](#)
To: [Koehle, Leah GCPE:EX](#)
Subject: FW: Information Note - parq player source of funds complaint
Date: April 5, 2019 9:09:44 AM
Attachments: [IN Parq SoF Player Complaint final November 5 2018.docx](#)

Just one record in my files.

From: Laura Piva-Babcock <LPiva-Babcock@bclc.com>
Sent: November 5, 2018 7:56 AM
To: Mandybura, Cadence GCPE:EX <Cadence.Mandybura@gov.bc.ca>; Fellinger, Nicole GCPE:EX <Nicole.Fellinger@gov.bc.ca>; Duffus, Robert GCPE:EX <Robert.Duffus@gov.bc.ca>
Cc: Harper, Aimee GPEB:EX <Aimee.Harper@gov.bc.ca>; Jaggi-Smith, Michele GPEB:EX <Michele.JaggiSmith@gov.bc.ca>; Jim D. Lightbody <JDLightbody@bclc.com>; Pandachuck, Niki GPEB:EX <Niki.Pandachuck@gov.bc.ca>; MacLeod, Sam GPEB:EX <Sam.MacLeod@gov.bc.ca>; Sarah Morris <SMorris@bclc.com>; XT:Dolinski, Susan GCPE:IN <sdolinski@bclc.com>; DeMott, Rachel GPEB:EX <Rachel.DeMott@gov.bc.ca>; Lara Gerrits <LGerrits@bclc.com>; Evan Kelly <EKelly@bclc.com>
Subject: Information Note - parq player source of funds complaint

Hello,

Attached is the information note on this weekend's situation at parq.

BCLC received one media call late in the afternoon on Sunday, but due to the reporter's very tight deadline we did not provide our response. All other calls were fielded by parq.

Let me know if you have any questions and thanks for your support this weekend.

Thanks,

Laura Piva-Babcock
Director, Communications
74 West Seymour Street, Kamloops, B.C. V2C 1E2
T 250 828 5576 **C s.17**

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Last year more than \$1 billion generated by BCLC gambling activities went back into health care, education and community groups across B.C.

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Information Note

British Columbia Lottery Corporation

Date: November 5, 2018

**parq Source of Funds Patron
Complaint**

Key Facts:

On November 3rd, 2018 an individual posted on his Instagram feed complaining that parq casino is "...the worst run business I have ever witnessed profiling me and not allowing me to gamble when I have everything they originally asked me for."

The individual has over 50 million followers so the post went viral with thousands of comments throughout social channels and media coverage that has gone international.

Over the course of November 3rd, Parq issued two public statements in response. In the second statement Parq apologized for the player's experience, noted the regulatory environment in which the casino operates and reinforced that, "...we categorically stand against racism of any kind. We are committed to providing a safe, secure and enjoyable experience for all."

Background:

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BCLC Response Points:

- **BCLC has reviewed this matter and confirms that Parq was following BCLC procedures implemented in January 2018,**
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- **Parq has apologized for this individual's experience and has noted the rigorous procedures in place at casinos in B.C.**

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Program Area Contact:

Laura Piva-Babcock

T: 250-828-5576

From: [Harder, Derrick AG:EX](#)
To: [Fellinger, Nicole GCPE:EX](#)
Subject: Fwd: Parq Statement
Date: November 3, 2018 7:50:31 PM
Attachments: [image001.png](#)

FYI- did not see this come through from BCLC but here is the latest Parq statement
Let me know if there is any inquiry to us. As far as I know Qs have only gone to Parq so far,
not to BCLC.

Sent from my iPhone

Begin forwarded message:

From: Tamara Hicks <THicks@parqvancouver.com>
Date: November 3, 2018 at 7:43:24 PM PDT
To: "Derrick.Harder@gov.bc.ca" <Derrick.Harder@gov.bc.ca>
Cc: Angela Swan <aswan@parqvancouver.com>
Subject: Parq Statement

Hi Derrick,

Thank you for reaching out. Please find below our latest statement to the media/public. Angela and I would be happy to answer any of your questions.

You may be aware of a situation at our casino last night. On behalf of Parq Vancouver we would like to apologize for the experience our customer had. We are operating in one of the most complex, highly regulated industries and are always looking to better our communication and customer service. We are constantly improving our communications process to ensure that these new regulations are better understood by all guests. We categorically stand against racism of any kind. We are committed to providing a safe, secure and enjoyable experience for all.

Best,

Tamara

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