

FREQUENTLY ASKED QUESTIONS

How do I set my PIN? Your PIN is assigned to you when you are issued a Membership Card. Payout Cards do not have PIN capability.

Do I have to enter my PIN every time? You will be required to enter your PIN on a gaming machine if you have not used your card at a Gold Centre or a gaming machine in the 5 minutes after your last transaction.

What if I forget my PIN? If you forget your PIN, please see a staff member for assistance. You will need to present photo ID in order to have your PIN reset.

Will my points and machine wins be on the same card? Yes, you can see your points balance at a gaming machine or at the Gold Centres. To check your current balance, simply insert your card into a gaming machine or Gold Centre.

What if I lose my card? You must report a lost card to a staff member immediately.

Will I still be issued with a Hand Pay form for large collects? You will need a card to collect any funds from a gaming machine. If you are collecting over \$999 the funds will not be transferred to your card, instead you will be given a Hand Pay form. Linked jackpots under \$300 will go to the machine meter and jackpots greater than \$300 will require a Hand Pay form.

TERMS & CONDITIONS

A Membership Card or Payout Card is now required to collect any funds from a gaming machine in Federal Group Casinos.

Information for Membership Cards

- You are only permitted to hold one Federal Group Casinos player loyalty card (Membership Card).
- Membership Cards must be used at least once every 9 months to remain valid. Funds remaining on Membership cards not activated for 12 months will be sent to the Department of Treasury and Finance as unclaimed monies.
- It is the sole responsibility of the Member to safeguard their Membership Card and take precautions against the loss, or any unauthorised use, of their card. Ask a staff member about how and when to use your PIN.
- You are responsible for any losses incurred as a result of failure to keep your card or PIN secure.
- You must report stolen or lost cards to Member Services immediately.
- Membership Cards are not permitted to hold more than \$9,999. If this amount is exceeded you will need to adjust the balance of the card at a cashier or Cash Redemption Terminal before your card will operate in a gaming machine.
- Membership Cards will have a default limit for the value of funds transferred automatically from the card to a gaming machine (Transfer Limit). The default Transfer Limit for Membership Cards is set by Federal Group Casinos and may be up to \$500. You can modify the Transfer Limit on your Membership Card by visiting Member Services.
- The redemption of cash must be completed by the card holder and your Membership Card must be presented. Photo ID and/or correct PIN entry may be requested and must be provided.
- Cash Redemption Terminals will only dispense notes. Amounts under \$5 will remain on the card.
- Federal Group Casinos reserve the right to refuse to redeem the balance of any card including, but not limited to, instances where cards are illegible, unreadable, altered, counterfeit or generated in error.
- Before leaving a gaming machine, please ensure that the gaming machine credit meter is \$0.

Information for "Payout Cards"

- Instead of a Membership Card, a player may request and be issued a Payout Card which is valid for play for a period of 48 hours from the date of the last transaction performed on the card. Funds remaining on Payout Cards not activated for 12 months will be sent to the Department of Treasury and Finance as unclaimed monies.
- Cards are only issued if the venue is satisfied your age is at least 18 years.
- By using a Payout Card you are not eligible to participate in any Membership promotions conducted by the Federal Group Casinos.
- You are responsible for any losses incurred as a result of your failure to keep your Payout Card secure.
- You must report lost or stolen cards to the venue immediately.
- Payout Cards are not permitted to hold more than \$2,000. If this amount is exceeded you will need to adjust the balance of the card at a cashier or Cash Redemption Terminal before your card will operate in a gaming machine.
- Payout Cards will have a limit for the value of funds transferred automatically from the card to a gaming machine (Transfer Limit). The Transfer Limit for Payout Cards is set by Federal Group Casinos and may be up to \$500. A player cannot amend the Transfer Limit on a Payout Card.
- Cash Redemption Terminals will only dispense notes. Amounts under \$5 will remain on the card.
- Federal Group Casinos reserve the right to refuse to redeem the balance of any card including, but not limited to, instances where cards are illegible, unreadable, altered, counterfeit or generated in error.
- Before leaving a gaming machine please ensure that the gaming machine credit meter is \$0.

WREST POINT & COUNTRY CLUB TASMANIA CARD PLAY

HOW TO USE



Have Fun & Play
Responsibly

Gamblers Help 1800 858 858

CARD PLAY

CARD PLAY is a cashless system that allows you the flexibility of transferring credits and cash out on gaming machines without waiting for coins or the hassle of placing them in a coin cup.

HOW DO I USE CARD PLAY?

INSERT CARD



ENTER PIN (MEMBERS ONLY)



CREDIT WILL AUTOMATICALLY TRANSFER TO MACHINE / INSERT NOTES



READY TO PLAY



HIT COLLECT



CREDIT TRANSFERRED FROM MACHINE TO CARD



REMOVE CARD ONCE CREDIT METER IS ZERO



MOVE TO ANOTHER MACHINE

DIFFERENT CARD TYPES

There are two type of cards available to players, the Federal Rewards Club Card and the Payout Card. The additional features of the Federal Rewards Club Card are that the card is PIN protected and it enables you to keep rewards points and cash together on the same card.



LOYALTY POINTS	X	✓
PROMOTIONS	X	✓
TRANSFER FROM EGM TO CARD	UP TO \$999	UP TO \$999
VALID FOR	48 HOURS FROM LAST USE	9 MONTHS FROM LAST USE
AUTOMATIC TRANSFER TO EGM	UP TO \$300*	UP TO \$300*
MAXIMUM CARD BALANCE	UP TO \$2,000	UP TO \$10,000
SECURITY	NO SECURITY	PIN PROTECTED

*May be up to \$500

Points to Remember

- Hit collect before removing your card from the gaming machine.
- Treat your member card securely as your credits are stored on it.
- Before you leave the machine, wait for credits to transfer to your card and credit meter is \$0.

What Are The Advantages Of Card Play?

- It is secure with PIN protection (Members Only).
- You will find it easy to play and move between machines.
- Convenience - keep your funds, wins and points together on your Federal Rewards Club Card.
- Our friendly staff are available to assist you at anytime.

What Do The Screen Messages Mean?

The CARD PLAY system is designed to keep you informed at all times. Each machine has a small readout screen that displays several status messages.

See the next page for examples:

TC AMT \$300
TC TSFR \$300

➤ TC AMT is your card balance. TC TSFR is the amount being transferred to the machine.

ACCOUNT
BUSY

➤ Funds may still be transferring from previous machine back to your card.

MAX PIN
RETRIES
EXCEEDED

➤ This message appears if you have entered your PIN incorrectly 3 times. Please press attendant button for assistance.

PLEASE TAKE
WIN & PLEASE
WAIT

➤ This message appears if you remove your card and have forgotten to press 'TAKE WIN'.

CANCEL
CREDIT & CALL
ATTENDANT

➤ This message will appear if a 'CANCEL CREDIT' has been generated on the machine. Please wait for a staff member to assist.