

ACCOUNT CONVERSION REQUEST FORM

You may request to convert your account between The Star Club and Player Card programs at any time using this form. Complete and submit this form to a Team Member at the Guest Service Desk or via email to the Guest Relations team at starfeedback@star.com.au. Player Cards and The Star Club cards are subject to the Program Terms & Conditions, available at: star.com.au/sydney/player-card-terms-conditions and thestarclub.com.au/terms-conditions.

IMPORTANT INFORMATION

It is important that you are aware of some crucial information associated with converting between The Star Club and Player Card programs.

CONVERSIONS TO THE STAR CLUB

- After submitting this form, your Player Card account will be deactivated. Please return your Player Card to the Guest Service Desk, and The Star will issue you a Star Club card.
- If you submit this form via email to the Guest Relations team, you will receive a confirmation email upon the completion of your account conversion to The Star Club program, including the availability of your new Star Club card at the Guest Service Desk.
- Upon converting to The Star Club,
 - any balance remaining in your Star Account will not be affected and your Account ID and Account PIN will remain the same.
 - any previous activity as a Player Card Holder will not be recognised for the purposes of accruing benefits and/or loyalty points associated with The Star Club membership. Accrual of benefits and loyalty points associated with The Star Club will only commence after a conversion from Player Card to The Star Club has been completed.

CONVERSIONS TO PLAYER CARD

- After submitting this form:
 - your request will be processed by The Star within two (2) business days unless otherwise advised,
 - Your Star Club card will be deactivated within two (2) business days. You will receive a confirmation email from The Star upon the completion of your account conversion to the Player Card program, including the availability of your new Player Card at the Guest Service Desk. Following receipt of the confirmation email, please return your Star Club card to the Guest Service Desk, and The Star will issue you a Player Card.
- Upon converting to a Player Card Holder:
 - any balance remaining in your Star Account will not be affected and your Account ID and Account PIN will remain the same.
 - all Star Club member benefits associated with your Star Club membership will no longer be available to you. All loyalty points balances (including Casino Dollars, Comp Dollars and Tier Point balances) and membership benefits associated with your Star Club Membership will be forfeited.
- If you wish to re-join The Star Club in future, any membership benefits and loyalty point balances previously accumulated will not be reinstated.
- If you are completing this form in person on property, you may be required to pay for your parking upon exit if parking was a member benefit as a Star Club Member.

ACCOUNT INFORMATION AND DECLARATION

Request for conversions between The Star Club Member and Player Card Holder

<input type="checkbox"/>	Convert to The Star Club
<input type="checkbox"/>	Convert to Player Card

<input type="checkbox"/>	In Person
<input type="checkbox"/>	Via Email - to starfeedback@star.com.au

By signing this form, you:

1. acknowledge and agree to convert your account in accordance with the request made in this form.
2. confirm you were not offered an inducement to retain membership to The Star Club.
3. understand and acknowledge that:
 - a. if you request to convert to a Player Card, all accumulated loyalty points and/or membership benefits associated with your Star Club membership will be forfeited upon account conversion,
 - b. if you request to convert to The Star Club, previous activity as a Player Card Holder will not be recognised for the purposes of accruing benefits and/or loyalty points associated with a Star Club membership. Benefits and loyalty points associated with The Star Club will only accrue once your account has been converted to The Star Club membership
4. consent to The Star contacting you in relation to a request to convert to a Player Card Holder for the purposes of administering this conversion.

Privacy collection statement: The Star Entertainment Group Limited collects your personal information for the purpose of processing your request to convert your account Program. We may disclose your personal information to our related companies, or where otherwise required by law. Our Privacy Policy (available at starentertainmentgroup.com.au/privacy-policy) and the privacy-related sections in the Program Terms & Conditions (i.e. Sections 102 to 108 of The Star Program terms and conditions and)

Account ID*	
First Name*	
Last Name*	
Date of Birth*	
Email Address	
Residential Address*	
Date of Notification/Request*	
Signature*	

Office Use Only

STAFF TO COMPLETE

Request Information:

Date request actioned*	
Staff Member First Name*	
Staff Member Last Name*	
Employee Number*	
Property Location*	
Staff Signature*	

STAFF DECLARATION CHECKLIST:

By completing the below, you are declaring that you have completed all mandatory tasks.

As a staff member, I have:

<input type="checkbox"/>	Verified the Account Holder's ID
<input type="checkbox"/>	Confirmed all fields on this form have been completed
<input type="checkbox"/>	Obtained Account Holder's signature
<input type="checkbox"/>	Completed the Staff information and declaration on this form
CONVERSIONS TO THE STAR CLUB	
<input type="checkbox"/>	Converted the Account Holder's Program to The Star Club via Staff Portal
<input type="checkbox"/>	Retired the Account Holder's old Card, and issued a new Star Club card
CONVERSIONS TO PLAYER CARD	
<input type="checkbox"/>	Created a Star Club Request ticket in ServiceNow
<input type="checkbox"/>	Informed the Account Holder that the conversion will be completed within two (2) business days, and they will receive an email confirmation once the process is finalised. Upon receipt of the email, they may then collect their new Player Card from a Guest Service Desk and return their Star Club member card.