

# PLAYER ACTIVITY STATEMENT & PLAYER DETAILED TRANSACTION STATEMENT

You may request The Star to provide you with a Player Activity Statement (“**PAS**”) showing a monthly summary of time play and Win/Loss for gaming activity at Star properties, or a Player Detailed Transaction Statement (“**PDTS**”) which provides a listing of all gaming related activity and gaming transactions at The Star’s properties where you use either a Player Card or Star Club Member Card. Further information on the PAS and PDTS is available on our Star Safer Gaming website or at the Guest Services Desk.

Both the PAS and PDTS are available on a monthly basis. The PDTS is available in respect of gaming activity from 1 January 2025 only.

To request a PAS or PDTS, you will need to complete this Application Form in full and provide photographic ID. The application form can be provided at a Guest Services Desk, or can be sent by email to [starfeedback@star.com.au](mailto:starfeedback@star.com.au). The PAS is also available via self-service on the StarApp or our website using your Account ID and Password.

Guidance on how to request a PAS or PDTS:.

Option	How to Request	Guidance
<b>Online self-service (PAS only)</b>	Via the StarApp or The Star’s website <a href="https://www.star.com.au">https://www.star.com.au</a>	Login using your Account ID and Password and select the PAS period you wish to request. Account ID and Password can be reset at the Guest Service Desk or via a Kiosk at any Star property. <b>You are not required to complete this Application Form if you are requesting a PAS via the StarApp / The Star’s website.</b>
<b>Guest Service Desk or Premium Service Desk (PAS or PDTS)</b>	At any Star Sydney property Guest Service Desk or Premium Service Desk	Complete this Application Form in full and provide photographic ID at a Guest Service Desk or Premium Service Desk. Identify the statement (PAS or PDTS) you wish to request on this Application Form, and the applicable period(s). Statements will be available within 24 hours either via print or email (PAS or PDTS).
<b>Email (PAS or PDTS)</b>	Please email <a href="mailto:starfeedback@star.com.au">starfeedback@star.com.au</a>	Complete this Application Form in full and submit via email together with a photo of the Account Holder holding photographic ID. Ensure the photo clearly shows details on the ID, and the player. Identify the applicable period(s) for the PDTS you wish to request. The PDTS will be available within 5 Business Days subject to Account verification.

## ACCOUNT DETAILS

<b>First Name:</b>	<b>Last Name:</b>
<b>Statement Requested (select one):</b> <input type="checkbox"/> Player Activity Statement <input type="checkbox"/> Player Detailed Transaction Statement	
<b>Date of Request:</b>	<b>Account ID*:</b>
<b>Month(s) Covered by Request (Include Year):</b>	
I hereby make a request for the statement for the period as requested above (please sign):	
Account Holder Signature	Account Holder Email Address (if applicable for email requests)

\*The Star will be unable to provide a PAS or PDTS if you do not complete the section indicating your Account ID, and verify the Account.

## METHOD OF RECEIPT (OFFICE USE ONLY)

<b>In Person / By Email To:</b>	<b>Employee#:</b>
<b>Identification Documents sighted:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Signature:</b>	<b>Date:</b>

Please print, sign and present this application form and a copy of your acceptable, valid ID to the Guest Services Desk, or email to [starfeedback@star.com.au](mailto:starfeedback@star.com.au)

**General information about Player Activity Statements (“PAS”) or Player Detailed Transaction Statements (“PDTS”):** The information contained within the PAS / PDTS (“*the statement*”) should be read in conjunction with the terms & conditions included on the statement, including where applicable a glossary of terms. The information on the statement relates to any occasion where you had your Player Card or The Star Club Membership Card inserted into an electronic gaming machine or presented to a dealer at a table game during the stated period. The statement may not include information about jackpot wins from playing electronic gaming machines that are part of a linked gaming system. Table game data is accurate to the extent that it may be based on human observation. The information in the statement is taken from The Star’s casino management system. The Star also has a time play management system. The time play management system uses different parameters from the casino management system and has been structured to measure time on property holistically and may include microbreaks and non-gaming periods. As such there may be differences between this statement and your time play considered by The Star’s Safer Gambling team. **Privacy collection statement:** The Star Entertainment Group Limited collects your personal information for the purpose of verifying your identity and processing your request to obtain a PAS or PDTS. We may disclose your personal information to our related companies, or where otherwise required by law. Our Privacy Policy explains how we handle personal information and how you may access, correct or complain about the handling of personal information, available at [starentertainmentgroup.com.au/privacy-policy](http://starentertainmentgroup.com.au/privacy-policy) Help is close at hand GambleAware [gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au) 1800 858 858 Gambling Helpline [gamblinghelpqd.org.au](http://gamblinghelpqd.org.au) It’s OK to ask for help. CORP10125