

Dear Robert,

Utopia is pleased to provide you with a copy of the most recently updated and approved venue loyalty program terms and conditions of player membership for your Maxetag Loyalty Program (dated the 9<sup>th</sup> of October 2023).

These updated and approved terms differ from the previous version as follows:

- Clause 1.2 has been amended to remove the reference to loyalty points only being redeemable for goods and services.
- Clause 3.3 is a new clause specifying that points earned as a result of playing gaming machines may be redeemed for goods, services or cash.
- Clause 3.4 provides for participating venues to offer (at their discretion) further promotional points through promotions such as double/triple points and random promotional member draws which require that a person's membership card is inserted at the time of each promotion. The awarding of points during these promotions is determined by the loyalty system randomly selecting winners. The purpose of these promotions is to reward existing members. The maximum value of loyalty points awarded for random promotional member draws is below \$10.
- Clause 3.5 is a new clause specifying that members should contact you as the participating venue to dispute any matter concerning the award of points. It also clarifies that the rate at which points are awarded as a function of turnover is dependent on the value of the points and the allowed for cost of the loyalty program by you as the participating venue.
- Clause 3.6 has been amended to remove reference to the maximum rate at which points may be earned and includes a minimum earn rate only, providing for venues to set their own earn rate at or above the minimum.
- Clause 3.7 is a new clause clarifying the value of one point and includes an example so that members are aware of the value of points when redeemed.

These approved terms and conditions include provisions that permit members to participate in trade promotion lotteries conducted by you, provided they are conducted as a trade promotion lottery in the manner described in the attached approved T&Cs.

Please note that if you wish to conduct a trade promotion lottery utilising Maxetag outside of the criteria set out in the attached terms and conditions you will need to seek approval for that lottery as an acceptable trade promotion lottery under clause 26 of the Code from CBS.

**A condition of this approval, is you must update the Maxetag loyalty program information on your website to include a copy of these updated terms and conditions as soon as possible.**

Thank you for your ongoing support of Maxetag and Utopia.

Should you require any further information, please feel free to contact me or via the Utopia Help Desk by calling 1800 200 201 or email [gamingoperations@utopiagaming.com.au](mailto:gamingoperations@utopiagaming.com.au).

Yours Sincerely,  
Utopia Gaming Systems