

TITLE 68 INDIANA GAMING COMMISSION

LSA Document #04-102(F)

DIGEST

Amends 68 IAC 2-6-49, 68 IAC 2-7-12, 68 IAC 5-3-2, 68 IAC 5-3-7, 68 IAC 8-1-11, 68 IAC 8-2-29, 68 IAC 9-4-8, 68 IAC 11-1-8, 68 IAC 12-1-15, 68 IAC 15-1-8, 68 IAC 16-1-16, 68 IAC 17-1-5, 68 IAC 17-2-6, and 68 IAC 18-1-6 to correct a mistake in an internal cross reference. Amends 68 IAC 10-1-5 to require that riverboat licensees may not have or display maximum live gaming jackpots. Amends 68 IAC 11-3-1 to provide that the bill validator report shall be generated after the completion of the soft count rather than before the commencement of the soft count. Amends 68 IAC 14-4-8 to provide that the riverboat licensee shall receive written approval from the commission for all chip destruction and that the riverboat licensee shall coordinate the movement and shipment of chips to be destroyed with commission agents. Amends 68 IAC 14-5-6 to provide that the riverboat licensee shall receive written approval from the commission for all token destruction and that the riverboat licensee shall coordinate the movement and shipment of tokens to be destroyed with commission agents. Amends 68 IAC 15-9-4 to provide that riverboat licensees shall allow the redemption of chips and tokens by employees at one cage located on the riverboat and one location in the pavilion. Amends 68 IAC 15-10-4.1 to require that cage variances be reported on a form approved by the commission, to require that the accounting director or designee must investigate all unresolved variances, and the results of the investigation must be documented on the paperwork provided by the cage department. Adds 68 IAC 15-13-2.5 to require that manually paid jackpots that exceed a value of \$1,199 may not be paid from a pouch or similar method. Amends 68 IAC 18-1-2 to redefine the time frame within which patrons can expect to receive responses to complaints they have made and to change the requirement that patrons must file a copy of their complaints with the riverboat licensee at the same time they file the complaint with the gaming commission. Effective 30 days after filing with the secretary of state.

68 IAC 2-6-49	68 IAC 14-4-8
68 IAC 2-7-12	68 IAC 14-5-6
68 IAC 5-3-2	68 IAC 15-1-8
68 IAC 5-3-7	68 IAC 15-9-4
68 IAC 8-1-11	68 IAC 15-10-4.1
68 IAC 8-2-29	68 IAC 15-13-2.5
68 IAC 9-4-8	68 IAC 16-1-16
68 IAC 10-1-5	68 IAC 17-1-5
68 IAC 11-1-8	68 IAC 17-2-6
68 IAC 11-3-1	68 IAC 18-1-2
68 IAC 12-1-15	68 IAC 18-1-6

SECTION 1. 68 IAC 2-6-49 IS AMENDED TO READ AS FOLLOWS:

68 IAC 2-6-49 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33; IC 5-14-1.5-6.1

Sec. 49. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to this rule to the commission at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5** or an executive session held under IC 5-14-1.5-6.1. (*Indiana Gaming Commission; 68 IAC 2-6-49; filed Jan 17, 1996, 11:00 a.m.: 19 IR 1311; readopted filed Oct 15, 2001, 4:34 p.m.: 25 IR 898; filed Sep 30, 2004, 11:05 a.m.: 28 IR 526*)

SECTION 2. 68 IAC 2-7-12 IS AMENDED TO READ AS FOLLOWS:

68 IAC 2-7-12 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33; IC 5-14-1.5-6.1

Sec. 12. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to associated equipment at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5** or an executive session held under IC 5-14-1.5-6.1. The commission may direct the executive director to take additional or different action. (*Indiana Gaming Commission; 68 IAC 2-7-12; filed Jun 23, 1995, 2:30 p.m.: 18 IR 2656; readopted filed Oct 15, 2001, 4:34 p.m.: 25 IR 898; filed Sep 30, 2004, 11:05 a.m.: 28 IR 526*)

SECTION 3. 68 IAC 5-3-2 IS AMENDED TO READ AS FOLLOWS:

68 IAC 5-3-2 Commission approval required; approval process

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33-4-21

Sec. 2. (a) A riverboat licensee, riverboat license applicant, or affiliate thereof may not enter into any debt transaction without receiving the approval of the commission.

(b) A riverboat licensee, riverboat license applicant, or affiliate thereof shall submit, in writing, a request for approval of a debt transaction. The procedure shall be as follows:

(1) The request for approval must be submitted at least ten (10) days before a scheduled meeting of the commission. The executive director shall place the request for approval of a debt transaction on the agenda of the commission meeting to be held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5**.

(2) A representative of the riverboat licensee, riverboat license applicant, or affiliate thereof shall be present at the commission meeting to answer any questions posed by the commission or the executive director.

(3) The approval of the debt transaction will be discussed, and a decision issued by the commission, at the next business meeting of the commission held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5**.

(c) The request for approval of a debt transaction shall contain, at a minimum, the following information:

(1) The names and addresses of all parties to the debt transaction.

(2) The amount of the funds involved.

(3) The type of debt transaction.

(4) The source of the monies obtained by the riverboat licensee, riverboat license applicant, or affiliate thereof.

(5) All sources of collateral.

(6) The purpose of the debt transaction.

(7) The terms of the debt transaction.

(8) All filings that must be submitted to any regulatory agency in association with the debt transaction.

(9) An executive summary of the debt transaction.

(10) A legal opinion that the debt transaction does not violate IC 4-33-4-21.

(11) Any other information deemed necessary by the executive director or the commission to ensure compliance with the Act and this title.

(*Indiana Gaming Commission; 68 IAC 5-3-2; filed Jul 18, 1996, 8:55 a.m.: 19 IR 3300; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 526*)

SECTION 4. 68 IAC 5-3-7 IS AMENDED TO READ AS FOLLOWS:

68 IAC 5-3-7 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 7. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to debt transactions at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5**. The commission may direct the executive director to take additional or different action. (*Indiana Gaming Commission; 68 IAC 5-3-7; filed Jul 18, 1996, 8:55 a.m.: 19 IR 3301; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 527*)

SECTION 5. 68 IAC 8-1-11 IS AMENDED TO READ AS FOLLOWS:

68 IAC 8-1-11 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-9-2

Affected: IC 4-33-4; IC 4-33-5; IC 4-33-6; IC 4-33-9; IC 5-14-1.5-6.1

Sec. 11. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to excursions and excursion schedules at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5** or an executive session held under IC 5-14-1.5-6.1(b). The commission may direct the executive director to take additional or different action. (*Indiana Gaming Commission; 68 IAC 8-1-11; filed Jul 18, 1996, 9:05 a.m.: 19 IR 3294; readopted filed Oct 15, 2001, 4:34 p.m.: 25 IR 898; filed Sep 30, 2004, 11:05 a.m.: 28 IR 527*)

SECTION 6. 68 IAC 8-2-29 IS AMENDED TO READ AS FOLLOWS:

68 IAC 8-2-29 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33; IC 5-14-1.5-6.1

Sec. 29. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to an emergency response plan at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5** or an executive session held under IC 5-14-1.5-6.1. The commission may direct the executive director to take additional or different action. (*Indiana Gaming Commission; 68 IAC 8-2-29; filed Jun 23, 1995, 2:30 p.m.: 18 IR 2663; readopted filed Oct 15, 2001, 4:34 p.m.: 25 IR 898; filed Sep 30, 2004, 11:05 a.m.: 28 IR 527*)

SECTION 7. 68 IAC 9-4-8 IS AMENDED TO READ AS FOLLOWS:

68 IAC 9-4-8 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2

Affected: IC 4-33; IC 5-14-1.5-6.1

Sec. 8. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to an emergency response plan at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5** or an executive session held under IC 5-14-1.5-6.1. The commission may direct the executive director to take additional or different action. (*Indiana Gaming Commission; 68 IAC 9-4-8; filed Jun 23, 1995, 2:30 p.m.: 18 IR 2673; readopted filed Oct 15, 2001, 4:34 p.m.: 25 IR 898; filed Sep 30, 2004, 11:05 a.m.: 28 IR 527*)

SECTION 8. 68 IAC 10-1-5 IS AMENDED TO READ AS FOLLOWS:

68 IAC 10-1-5 Table limits

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 5. (a) The rules of the game submitted by the riverboat licensee or riverboat license applicant will require an indication of the table limits that will be established by the riverboat licensee for each table.

(b) A riverboat licensee may amend the minimum and maximum wager at any table, so long as the new maximum wager is not above the house maximum wager for that game. The minimum and maximum wagers of a table shall be amended by taking the following actions:

- (1) Posting a sign at the gaming table advising patrons of the new minimum and maximum wagers in effect for that table.
- (2) Advising patrons at the table of the change.

(c) A riverboat licensee may raise the house limit for individual patrons by following procedures for lifting such limits that have been submitted with the rules of the game and approved in accordance with this rule.

(d) A riverboat licensee may only limit live gaming maximum jackpots by limiting wager amount. (*Indiana Gaming*

Commission; 68 IAC 10-1-5; filed Apr 19, 1996, 3:00 p.m.: 19 IR 2256; errata filed Jun 20, 1996, 1:15 p.m.: 19 IR 3114; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 527)

SECTION 9. 68 IAC 11-1-8 IS AMENDED TO READ AS FOLLOWS:

68 IAC 11-1-8 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 8. The executive director shall report any action he or she has taken or contemplates taking under this article with respect to internal control procedures to the commission at the next meeting held under ~~68 IAC 2-1-5~~. **68 IAC 1-2-5**. The commission may direct the executive director to take additional or different action. (*Indiana Gaming Commission; 68 IAC 11-1-8; filed Apr 19, 1996, 3:00 p.m.: 19 IR 2263; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 528*)

SECTION 10. 68 IAC 11-3-1 IS AMENDED TO READ AS FOLLOWS:

68 IAC 11-3-1 General provisions

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 1. (a) The following definitions apply throughout this rule:

(1) "Bill validator report" means a report completed by the soft count team that documents the value of the currency collected from the bill validator drop boxes. The report shall be completed on a form prescribed or approved by the commission and shall include the currency count by denomination and the total amount of currency removed from the bill validator drop boxes.

(2) "Bill validator verification report" means a report generated ~~before~~ **after** the ~~commencement~~ **completion** of the soft count that documents the amount and denomination of the currency that was deposited into a bill validator of an electronic gaming device. The report shall be completed on a form prescribed or approved by the commission and shall include, at a minimum, the following information:

(A) The electronic gaming device from which the bill validator drop box was removed.

(B) The total dollar value of all the currency contained in the bill validator drop box.

(C) The number and denomination of each bill contained in the bill validator drop box.

(3) "Currency collection team" means a team of the riverboat licensee's employees that consists of at least three (3) occupational licensees, at least one (1) of whom is a security officer. The currency collection team shall be responsible for collecting the drop boxes at least one (1) time per day and placing empty drop boxes on the live gaming devices and in each bill validator.

(4) "Drop box" means the live gaming device drop boxes or bill validator drop boxes.

(5) "Drop box storage cart" means the cart, equipped with a secured compartment, utilized to transport drop boxes during the currency collection process.

(6) "Drop box verification report" means a report generated before the commencement of the soft count that documents the activity that took place at each live gaming device for the gaming day. The report shall be completed on a form prescribed or approved by the commission and shall include, at a minimum, the following information:

(A) The opening dollar amount of each live gaming device inventory.

(B) The identifying number and dollar amount of each live gaming device fill slip.

(C) The total dollar amount of table fill slips.

(D) The identifying number and dollar amount of each live gaming device credit slip.

(E) The total dollar amount of live gaming device credit slips.

(F) The closing dollar amount of each live gaming device inventory.

(G) The identifying number and dollar amount of each counter check.

(H) The total dollar amount of counter checks.

(I) The identifying number and dollar amount of each front money withdrawal.

(J) The total dollar amount of front money withdrawals.

(7) "Master gaming report" means a report completed by the soft count team that documents the value of the currency collected from the drop boxes of the live gaming devices. The report shall be completed on a form prescribed or approved by the commission and shall include, at a minimum, the following information:

(A) The total amount of the opening live gaming device inventories.

(B) The total amount of the table fill slips.

- (C) The total amount of the table credit slips.
- (D) The total amount of closing table game inventories.
- (E) The total amount of counter checks.
- (F) The total amount of front money withdrawals.
- (G) The total amount of currency, tokens, and chips removed from live gaming device drop boxes.
- (H) The total win or loss.

(8) "Recorder" means the member of the soft count team responsible for ensuring that the paperwork reconciles. The recorder shall not be responsible for completing the table count slips.

(9) "Soft count team" means a team of the riverboat licensee's employees that consists of at least:

- (A) one (1) employee of the soft count department;
- (B) one (1) soft count supervisor; and
- (C) one (1) employee of the accounting department.

The soft count team shall be responsible for counting and bundling the currency collected from the live gaming devices and bill validators.

(b) Members of the currency collection team and soft count team shall wear clothing that is not conducive to the concealment of currency. Members of the currency collection team and soft count team shall not wear hats.

(c) The currency collection team and the soft count team shall be rotated on a routine basis to ensure the integrity of the currency collection process and the soft count. Members of the currency collection team can be members of the soft count team.

(d) On the last day of each month, the riverboat licensee shall drop each bill validator and complete a reconciliation of that month's soft drop. (*Indiana Gaming Commission; 68 IAC 11-3-1; filed Jul 18, 1996, 8:45 a.m.: 19 IR 3322; filed Jan 30, 1998, 11:00 a.m.: 21 IR 2060; filed May 29, 1998, 5:10 p.m.: 21 IR 3697; filed Jun 19, 2000, 10:34 a.m.: 23 IR 2699; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 528*)

SECTION 11. 68 IAC 12-1-15 IS AMENDED TO READ AS FOLLOWS:

68 IAC 12-1-15 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33; IC 5-14-1.5-6.1

Sec. 15. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to this rule to the commission at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5** or an executive session held under IC 5-14-1.5-6.1. (*Indiana Gaming Commission; 68 IAC 12-1-15; filed Feb 13, 1996, 5:30 p.m.: 19 IR 1563; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 529*)

SECTION 12. 68 IAC 14-4-8 IS AMENDED TO READ AS FOLLOWS:

68 IAC 14-4-8 Destruction of chips

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 8. (a) **The riverboat licensee must have written authorization from the executive director or his or her designee to destroy value or nonvalue chips.** The riverboat licensee or riverboat license applicant shall notify the executive director, in writing, at least ten (10) days before value or nonvalue chips are destroyed. The riverboat licensee or riverboat license applicant shall notify the executive director of the following information:

- (1) The date and time that the chips will be destroyed.
- (2) The location at which the chips will be destroyed.
- (3) The denomination, number, and amount of value chips that will be destroyed.
- (4) The description and number of nonvalue chips that will be destroyed.
- (5) A detailed explanation of the method of destruction.

(b) ~~Unless otherwise approved by the executive director, at least two (2) people, one (1) of whom is an agent of the commission, shall be present when the chips are destroyed.~~

~~(e)~~ **(b) After destruction of the value chips**, the denomination, number, and amount of value chips destroyed shall be entered in the chip inventory ledger in accordance with 68 IAC 15-4.

~~(d)~~ **(c) After destruction of the nonvalue chips**, the description and number of nonvalue chips destroyed shall be entered in the chip inventory ledger in accordance with 68 IAC 15-4.

~~(e) Unless the executive director notifies (d)~~ The riverboat licensee or riverboat license applicant ~~within five (5) days of the receipt of the letter set forth in subsection (a); the method of destruction will be deemed~~ **shall coordinate the movement and shipment of chips to be destroyed with commission agents on a form approved by the commission.** *(Indiana Gaming Commission; 68 IAC 14-4-8; filed Apr 19, 1996, 3:00 p.m.: 19 IR 2273; errata filed May 7, 1997, 4:00 p.m.: 20 IR 2413; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 529)*

SECTION 13. 68 IAC 14-5-6 IS AMENDED TO READ AS FOLLOWS:

68 IAC 14-5-6 Destruction of tokens

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 6. (a) **The riverboat licensee must have written authorization from the executive director or his or her designee to destroy any tokens.** The riverboat licensee or riverboat license applicant shall notify the executive director, in writing, at least ten (10) days before tokens are destroyed. The riverboat licensee or riverboat license applicant shall notify the executive director of the following information:

- (1) The date and time that the tokens will be destroyed.
- (2) The location at which the tokens will be destroyed.
- (3) The denomination, number, and amount of tokens that will be destroyed.
- (4) The description and number of tokens that will be destroyed.**
- ~~(4)~~ **(5) A detailed explanation of the method of destruction.**

~~(b) Unless otherwise approved by the executive director, at least two (2) people, one (1) of whom is an agent of the commission, shall be present when the tokens are destroyed:~~

~~(e)~~ **(b) After destruction of the tokens**, the denomination, number, and amount of tokens destroyed shall be entered in the token inventory ledger in accordance with 68 IAC 15-4.

~~(d) Unless the executive director notifies (c)~~ The riverboat licensee or riverboat license applicant ~~within five (5) days of the receipt of the letter set forth in subsection (a); the method of destruction will be deemed~~ **shall coordinate the movement and shipment of tokens to be destroyed with commission agents on a form approved by the commission.** *(Indiana Gaming Commission; 68 IAC 14-5-6; filed Apr 19, 1996, 3:00 p.m.: 19 IR 2275; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 529)*

SECTION 14. 68 IAC 15-1-8 IS AMENDED TO READ AS FOLLOWS:

68 IAC 15-1-8 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33; IC 5-14-1.5-6.1

Sec. 8. The executive director shall report any action he or she has taken or contemplates taking under this article to the commission at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5** or an executive session held under IC 5-14-1.5-6.1. The commission may direct the executive director to take additional or different action. *(Indiana Gaming Commission; 68 IAC 15-1-8; filed Jul 3, 1996, 5:00 p.m.: 19 IR 3044; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 530)*

SECTION 15. 68 IAC 15-9-4 IS AMENDED TO READ AS FOLLOWS:

68 IAC 15-9-4 Chips and tokens redeemed by nongaming occupational licensees

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 4. (a) The riverboat licensee shall establish and submit policies and procedures for the redemption of chips and tokens received by nongaming occupational licensees as tips and gratuities or as payment for food and beverages. The riverboat licensee shall allow the redemption of chips and tokens by occupational licensees at only one (1) cage ~~on only one (1) level of location on~~ **and one (1) cage location in the pavilion.**

(b) A nongaming occupational license redemption log will be maintained to document the redemption of all chips and tokens by nongaming employees. This log shall include, at a minimum, the following:

- (1) Nongaming occupational licensee name.
- (2) Nongaming occupational licensee number.
- (3) Title of the occupational licensee.
- (4) Date and time.
- (5) Dollar amount of chips redeemed.
- (6) Dollar amount of tokens redeemed.
- (7) Total dollar amount of chips and tokens redeemed.
- (8) Any other information deemed necessary by the executive director or the commission to ensure compliance with the Act and this title.

(Indiana Gaming Commission; 68 IAC 15-9-4; filed Jul 18, 1996, 8:45 a.m.: 19 IR 3336; filed Mar 21, 1997, 10:00 a.m.: 20 IR 2098; filed Jul 10, 2000, 4:48 p.m.: 23 IR 3070; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 530)

SECTION 16. 68 IAC 15-10-4.1 IS AMENDED TO READ AS FOLLOWS:

68 IAC 15-10-4.1 Cage variances

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 4.1. (a) All cage inventories must be accurately reported at the conclusion of each shift on the inventory form utilized by the riverboat licensee. All overages and shortages must be recorded at the conclusion of the shift during which the variance was discovered.

(b) All cage variances of five hundred dollars (\$500) or two percent (2%), whichever is less, must be reported **on a form approved by the commission** to the following within one (1) business day after the discovery of the variance:

- (1) The security department.
- (2) The surveillance department.
- (3) A commission agent.

(c) All variances of five thousand dollars (\$5,000) or more or a variance of any amount that is of a nature that indicates criminal activity must be reported **on a form approved by the commission** to the following immediately:

- (1) The security department.
- (2) The surveillance department.
- (3) A commission agent.

These variances must be reported to the commission audit staff at the beginning of the next business day.

(d) All variances of five hundred dollars (\$500) or two percent (2%), whichever is less, or any variance that is of a nature that indicates criminal activity must be investigated by the riverboat licensee. The variance and the results of the investigation must be reported to the head of the accounting department or the equivalent. **All unresolved variances must be investigated by the accounting director or designee. The results of the investigation shall be reported on the document provided to him or her by the cage department.** Any surveillance tapes or records relating to the variance must be preserved and retained by the riverboat licensee until the regional audit administrator for the commission advises the tapes or records, or both, may be recycled. The results of any investigation into these variances must be reported to a commission agent. If the variance that was investigated exceeded five thousand dollars (\$5,000), the results of the investigation must also be reported to the commission audit staff.

(e) The riverboat licensee's internal auditor must review, on a quarterly basis, cage variances to ensure that the variances are

appropriately and thoroughly investigated and reported. The results of the internal auditor's review must be reflected on the quarterly internal audit report filed in accordance with 68 IAC 15-8. (*Indiana Gaming Commission; 68 IAC 15-10-4.1; filed Jun 19, 2000, 10:34 a.m.: 23 IR 2702; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 530*)

SECTION 17. 68 IAC 15-13-2.5 IS ADDED TO READ AS FOLLOWS:

68 IAC 15-13-2.5 Pouch pay jackpots

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 2.5. (a) In accordance with 68 IAC 15-1-3, a riverboat licensee or riverboat license applicant must submit policies and procedures covering pouch pay jackpot winnings.

(b) No jackpot in excess of one thousand one hundred ninety-nine dollars and ninety-nine cents (\$1,199.99) may be paid as a pouch pay jackpot. (*Indiana Gaming Commission; 68 IAC 15-13-2.5; filed Sep 30, 2004, 11:05 a.m.: 28 IR 531*)

SECTION 18. 68 IAC 16-1-16 IS AMENDED TO READ AS FOLLOWS:

68 IAC 16-1-16 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-9-2

Affected: IC 4-33-4; IC 4-33-5; IC 4-33-6; IC 4-33-9; IC 5-14-1.5-6.1

Sec. 16. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to excursions and excursion schedules at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5** or an executive session held under IC 5-14-1.5-6.1. The commission may direct the executive director to take additional or different action. (*Indiana Gaming Commission; 68 IAC 16-1-16; filed Jul 18, 1996, 8:55 a.m.: 19 IR 3316; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 531*)

SECTION 19. 68 IAC 17-1-5 IS AMENDED TO READ AS FOLLOWS:

68 IAC 17-1-5 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 5. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to the transportation of electronic gaming devices to the commission at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5**. The commission may direct the executive director to take additional or different action. (*Indiana Gaming Commission; 68 IAC 17-1-5; filed Apr 19, 1996, 3:00 p.m.: 19 IR 2277; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 531*)

SECTION 20. 68 IAC 17-2-6 IS AMENDED TO READ AS FOLLOWS:

68 IAC 17-2-6 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 6. The executive director shall report any action he or she has taken or contemplates taking under this rule with respect to the movement of live gaming devices to the commission at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5**. The commission may direct the executive director to take additional or different action. (*Indiana Gaming Commission; 68 IAC 17-2-6; filed Jul 3, 1996, 5:00 p.m.: 19 IR 3048; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 531*)

SECTION 21. 68 IAC 18-1-2 IS AMENDED TO READ AS FOLLOWS:

68 IAC 18-1-2 Patron dispute process

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33

Sec. 2. (a) The riverboat licensee shall attempt to resolve all patron disputes with the patron.

(b) If the riverboat licensee and the patron cannot resolve the dispute, the riverboat licensee must advise the patron of the patron's right to file a complaint with the commission. The complaint may be:

- (1) received by the commission agent; or
- (2) sent to the commission office in Indianapolis, Indiana.

The riverboat licensee shall provide a patron with a complaint form upon request.

(c) The complaint shall contain, at a minimum, the following information:

- (1) The name, address, and telephone number of the patron.
- (2) A summary of the nature of the patron complaint, including the date and time on which the incident leading to the dispute occurred.
- (3) A list of the names, if known, of any occupational licensees that were involved in or a witness to the incident that led to the patron dispute.
- (4) The name, address, and telephone number, if known, of any witnesses to the incident that led to the patron dispute.
- (5) A summary of the riverboat licensee's attempt to resolve the patron dispute.
- (6) Any other information deemed necessary by the executive director or the commission.

The patron shall submit the complaint within five (5) business days of the incident that led to the patron dispute. ~~The patron shall provide a copy of the complaint to the riverboat licensee at the same time the patron submits the complaint to the commission.~~

(d) The riverboat licensee shall respond to **the commission regarding** a patron complaint within ~~two (2) business days of receiving a copy of the complaint.~~ **the time period prescribed by the commission.** (*Indiana Gaming Commission; 68 IAC 18-1-2; filed Jul 18, 1996, 8:55 a.m.: 19 IR 3318; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 531*)

SECTION 22. 68 IAC 18-1-6 IS AMENDED TO READ AS FOLLOWS:

68 IAC 18-1-6 Reports by the executive director

Authority: IC 4-33-4-1; IC 4-33-4-2; IC 4-33-4-3

Affected: IC 4-33; IC 5-14-1.5-6.1

Sec. 6. The executive director shall report any action he or she has taken or contemplates taking under this rule to the commission at the next meeting held under ~~68 IAC 2-1-5~~ **68 IAC 1-2-5** or an executive session held under IC 5-14-1.5-6.1(b). The commission may direct the executive director to take additional or different action. (*Indiana Gaming Commission; 68 IAC 18-1-6; filed Jul 18, 1996, 8:55 a.m.: 19 IR 3318; readopted filed Nov 25, 2002, 10:11 a.m.: 26 IR 1261; filed Sep 30, 2004, 11:05 a.m.: 28 IR 532*)

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