



Licensing and Regulatory Group  
**Gaming Licensing and Development  
Department**

# **IMPLEMENTING RULES AND GUIDELINES FOR THE (VIDEO- STREAMING) PLAYER LIAISON PROGRAM**

**Rev. No: 0  
Effectivity:**

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## **EXECUTIVE SUMMARY**

The Player Liaison Program (PLP) is a program involving qualified, locally- employed staff member designated by an authorized Junket Operator to assist in overseeing and managing video streaming of junket tables in licensed casinos.

One of the main operational benefits of the PLP is that it supports the creation of local employment by providing locally-hired personnel stable jobs within the gaming sector, as it align with global best practices.

### **Key Benefits:**

1. Job Preservation: Ensures continued employment for local personnel while enhancing their skills in gaming through training.
2. Regulatory Compliance: Strengthen oversight by the Junket Operator and the Licensee with clear accountability for on-site operation.
3. Efficiency: Provides monitoring and approval processes through the Junket Player Database.
4. Customer Service: Provides personalized attention to high-value players.

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## I. PLAYER LIAISON QUALIFICATIONS AND REQUIRED DOCUMENTS

To qualify as a Player Liaison, the following documents must be submitted to GLDD prior to the applicant's approval:

1. Valid Employment Identification Card with latest photograph issued by the Junket Operator
  - Necessary requirement for identification purposes when inside the casino/gaming area.
  - Additional security measure for the Licensee.
2. Certified true copy of valid NBI Clearance Certificate (renewed annually)
  - Provides background check on the applicant's criminal records, if any.
  - Additional security measure for both the Junket Operator and Licensee.
3. Certificate of Training in casino table games issued by any PAGCOR-accredited training facility.
  - Assures the applicant's knowledgeability in casino table games.
  - Ensures operational/gaming proficiency during actual gaming.

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## II. PLAYER LIAISON RESPONSIBILITIES AND JOB DESCRIPTION

The Player Liaison works with the Junket Operator to:

- Facilitate/assist video streaming patrons in their gaming experience/play and ensure that only patrons registered with the casino membership program are given access to the video streaming facility.
- Ensure compliance with the eligibility requirements under Regulation 20, Part I, Section 3 of the Casino Regulatory Manual (CRM).
- Provide accurate information to the Junket Operator in relation to their compliance with Regulation 20 (*Junket Operations*), Part I (*Third-party Junket Operations*), Section 4 (*Records to be kept on Junket Players*), of the CRM.
- Ensure compliance with anti-money laundering and counter-terrorist financing requirements. Player Liaison shall endorse all information gathered from the players to the Junket Operator, which shall then be declared and shared with the Licensed Casino for updating of the Junket Player records into the Casino Management System (CMS), Junket Player Database (JPD), and monitoring reports.

Other duties may include:

- Recruit players to visit the casino
- Ensure players receive VIP treatment
- Manage travel, billeting of players and other logistical support
- Coordinate private gaming tables or special high stakes tournaments

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### III. **APPROVAL / CANCELLATION PROCESS:**

The Licensee must submit a Player Liaison Clearance Request and Approval Form (GLDD Form 1449) to the Gaming Licensing and Development Department (GLDD), including all required documents at least seven (7) business days prior to intended date of implementation .

GLDD shall have the prerogative to disapprove Player Liaison applications based on undeclared facts and circumstances by the applicant.

The Licensee, must notify GLDD through an accomplished CRM Form No. \_\_\_\_, the cessation of services of the concerned Player Liaison.

### IV. **PROHIBITIVE ACTS OF PLAYER LIAISON PERSONNEL**

- The Player Liaison should not conduct any gaming activities and other duties without receiving prior clearance/approval from GLDD.
- The Player Liaison should only be assigned to junket tables with approved video streaming operations.
- The Player Liaison should not engage in any gambling activities outside of Licensed Casino where the Player Liaison is employed. Gambling activities of the PLP shall be limited to the Junket Operations to which he/she is employed.

Violation of the above shall result in the banning of the Player Liaison in all Licensed Casinos

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- Any other acts determined as illegal by the Licensee or by GLDD, such as engaging in non-gambling related or regulated activities.

## **V. JUNKET OPERATOR RESPONSIBILITIES CONCERNING PLAYER LIAISON STAFF**

- Shall be responsible for the vetting of prospective Player Liaison applicants.
- Shall be accountable to comply with all legal requirements relative to their employment.
- Maintain the continuous updated training of Player Liaison staff, through coordination with Licensee, in accordance with the latter's approved game offerings.
- Shall be responsible in prohibiting its Player Liaison to engage in gambling activities other than the Licensed Casino where the Junket Operator operates.
- Shall be responsible in prohibiting its Player Liaison to engage in non-gambling related activities, such as, but not limited to, unlicensed crypto currency trading/exchange, and other illicit financial transactions.

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|  | <b>PLAYER LIAISON CLEARANCE<br/>REQUEST AND APPROVAL FORM</b> | Page No.     | Page 1 of 2  |
|                                                                                  |                                                               | Form No.     | GLDD – 1489  |
|                                                                                  |                                                               | Revision No. | 0            |
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CRM FORM NO. 70

*Use this form to request clearance from PAGCOR for player liaison/s at the casino. Only requests with correct and complete information and complete documentary requirements will be processed. Failure to provide correct and complete information could result in non-processing of the request. One (1) application form per junket group policy will be implemented.*

**PLEASE ALLOW SEVEN (7) DAYS FOR GLDD TO PROCESS YOUR REQUEST**

**Licensee :** \_\_\_\_\_

**Casino Location :** \_\_\_\_\_ **Date :** \_\_\_\_\_

**SECTION A: DETAILS OF PROPOSED PLAYER LIAISON(S) (TO BE PROVIDED BY LICENSEE)**

This is to request for approval to allow the following player liaison(s) of the junket group to assist in overseeing and managing video streaming of junket tables in licensed casino:

☐ New application ☐ Renewal

**Name of Junket Group :** \_\_\_\_\_

**Name(s) of Player Liaison(s) :** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**DOCUMENTS FOR SUBMISSION**

- Certified true copy of valid NBI Clearance Certificate
- Valid Employment Identification Card with latest photograph issued by the Junket Operator
- Certificate of Training in casino table games issued by any PAGCOR accredited training facility

This is to certify that the above document/s for the proposed player liaison(s) is/are authentic.

**Name of Requestor :** \_\_\_\_\_ **Signature :** \_\_\_\_\_

**Position Title :** \_\_\_\_\_ **Date:** \_\_\_\_\_

**SECTION B: SUBMISSION INSTRUCTION**

Once Section A is completed, please submit this form to GLDD along with the necessary attachments. Hard copies may be submitted directly to the GLDD office or scanned copies may be emailed using the e-mail address of the concerned licensed casino indicated below:

Gaming Licensing and Development Department  
Philippine Amusement and Gaming Corporation  
11<sup>th</sup> Floor MET LIVE BUILDING, Central Business Park 1-A  
Macapagal Boulevard cor. EDSA Extension, Pasay City 1300  
Tel. No. (+632)8522-0299/8522-1357/8522-1324 (Local 1148)

E-mail addresses: [gldd\\_bloomberresorts@pagcor.ph](mailto:gldd_bloomberresorts@pagcor.ph) / [gldd\\_newportworldresorts@pagcor.ph](mailto:gldd_newportworldresorts@pagcor.ph)  
[gldd\\_okadamanila@pagcor.ph](mailto:gldd_okadamanila@pagcor.ph) / [gldd\\_codmanila@pagcor.ph](mailto:gldd_codmanila@pagcor.ph)  
[gldd\\_hanncasino@pagcor.ph](mailto:gldd_hanncasino@pagcor.ph) / [gldd\\_fiestacasino@pagcor.ph](mailto:gldd_fiestacasino@pagcor.ph)  
[gldd\\_fontanacasino@pagcor.ph](mailto:gldd_fontanacasino@pagcor.ph) / [gldd\\_dheightscasino@pagcor.ph](mailto:gldd_dheightscasino@pagcor.ph)  
[gldd\\_midoricasino@pagcor.ph](mailto:gldd_midoricasino@pagcor.ph) / [gldd\\_roycecasino@pagcor.ph](mailto:gldd_roycecasino@pagcor.ph)  
[gldd\\_casinoplus@pagcor.ph](mailto:gldd_casinoplus@pagcor.ph) / [gldd\\_nustarcasino@pagcor.ph](mailto:gldd_nustarcasino@pagcor.ph)  
[gldd\\_winfordcasino@pagcor.ph](mailto:gldd_winfordcasino@pagcor.ph)

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**SECTION C: ACTION TAKEN** (TO BE FILLED OUT BY GLDD)

☐ **A. RETURNED** due to the following reasons:

- ☐ Illegible/unreadable submitted documents  
☐ Incomplete documentary requirements

☐ **B. RECEIVED FOR PROCESSING** with assigned Reference No. \_\_\_\_\_

By: Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Position Title: \_\_\_\_\_ Date: \_\_\_\_\_

☐ **C. RECOMMENDATION FOR APPROVAL** subject to the following:

1. Player Liaison Clearance shall be valid from \_\_\_\_\_ to \_\_\_\_\_, 20\_\_\_\_.
2. Please see the **REMARKS** below for additional conditions.

By: Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
 Position Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Verified by:**

**Approved by:**

\_\_\_\_\_  
Senior Manager, CLRD, GLDD

\_\_\_\_\_  
Assistant Vice President, GLDD

**REMARKS**

|                                                                                  |                                                     |              |              |
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|                                                                                  |                                                     | Form No.     | GLDD - 1626  |
|                                                                                  |                                                     | Revision No. | 0            |
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CRM FORM NO. 71

*Use this form to request cancellation of approval from PAGCOR for player liaison of junket groups at the casino. Only requests with correct, complete information, and required attachment(s) will be processed. Failure to provide correct, complete information, and required attachment(s) could result in rejection of processing this request. One (1) application form per junket group policy will be implemented.*

**PLEASE ALLOW FIVE (5) DAYS FOR GLDD TO PROCESS YOUR REQUEST**

**Licensee :** \_\_\_\_\_

**Casino Location :** \_\_\_\_\_ **Date :** \_\_\_\_\_

**Date of Implementation :** \_\_\_\_\_

### SECTION A: DETAILS OF PLAYER LIAISON APPROVAL (TO BE PROVIDED BY LICENSEE)

GLDD Reference Number: \_\_\_\_\_  
 Junket Operator: \_\_\_\_\_  
 Name(s) of Player Liaison/s: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Please see attached Annex \_\_\_ for the above player liaison(s) approved by PAGCOR.  
 This is to certify and confirm the cancellation of the above-mentioned player liaison/s.

**Printed Name:** \_\_\_\_\_ **Position Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

### SECTION B: SUBMISSION INSTRUCTIONS

Once Section A is completed, please submit this form to GLDD along with the necessary attachments. Hard copies may be submitted directly to the GLDD office or scanned copies may be emailed using the e-mail address of the concerned licensed casino indicated below:

Gaming Licensing and Development Department  
 Philippine Amusement and Gaming Corporation  
 11<sup>th</sup> Floor MET LIVE BUILDING, Central Business Park 1-A  
 Macapagal Boulevard cor. EDSA Extension, Pasay City 1300  
 Tel. No. (+632)8522-0299/8522-1357/8522-1324 (Local 1148)

E-mail addresses: [gldd\\_bloomberryresorts@pagcor.ph](mailto:gldd_bloomberryresorts@pagcor.ph) / [gldd\\_codmanila@pagcor.ph](mailto:gldd_codmanila@pagcor.ph)  
[gldd\\_resortsworldmanil@pagcor.ph](mailto:gldd_resortsworldmanil@pagcor.ph) / [gldd\\_okadamanila@pagcor.ph](mailto:gldd_okadamanila@pagcor.ph)  
[gldd\\_fontanacasino@pagcor.ph](mailto:gldd_fontanacasino@pagcor.ph) / [gldd\\_fiestacasino@pagcor.ph](mailto:gldd_fiestacasino@pagcor.ph)  
[gldd\\_dheightscasino@pagcor.ph](mailto:gldd_dheightscasino@pagcor.ph) / [gldd\\_midoricasino@pagcor.ph](mailto:gldd_midoricasino@pagcor.ph)  
[gldd\\_roycecasino@pagcor.ph](mailto:gldd_roycecasino@pagcor.ph) / [gldd\\_fortunegatecasino@pagcor.ph](mailto:gldd_fortunegatecasino@pagcor.ph)  
[gldd\\_widuscasino@pagcor.ph](mailto:gldd_widuscasino@pagcor.ph) / [gldd\\_nustarcasino@pagcor.ph](mailto:gldd_nustarcasino@pagcor.ph)  
[gldd\\_winfordcasino@pagcor.ph](mailto:gldd_winfordcasino@pagcor.ph)

If submission of this form is done thru e-mail, the Licensee should ensure that the email has been duly received and acknowledged by GLDD. The Licensee shall be notified by GLDD also thru e-mail confirming receipt of this form. If no e-mail confirmation is received from GLDD, the Licensee should submit the hard copy directly to GLDD.



**PLAYER LIAISON CANCELLATION OF  
APPROVAL FORM**

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**SECTION C: ACTION TAKEN** (TO BE FILLED OUT BY GLDD)

☐ A. RECEIVED FOR PROCESSING with assigned Reference No. \_\_\_\_\_

By: Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
Position Title: \_\_\_\_\_ Date: \_\_\_\_\_

Approved by:

\_\_\_\_\_  
Sr. Regulatory Officer, CLRD

**REMARKS**