

Mr D Brooks  
Briars  
22 Alpine Road  
Ventnor  
Isle of Wight  
United Kingdom  
PO38 1BU

23rd March 2021

Dear Mr Brooks.

**National Crime Reference Number: NFRC160801517104**  
**Password: (emailed under secured section)**

Thank you for taking the time to report your experience to us at Action Fraud.

We have received your information and evidence to accompany your allegations made against Casino Marriott. We have noted the timeline that you set out after submitting your "formal complaint" to the casino group. I appreciate that there will still be several working days for them to officially respond, after you have given them notice of a 7 day period to do so. This is within the recommended time scale as we advise a minimum of 5 business days for a response time.

We are in the process of checking the legitimacy of their licence. (No.1668/JAZ) What we do know to date is that they operate under P24B casino group of which their origins seem to have had a registration in Curacao, although again we will need to finalise this. The licence number that they display on their website points to a registered office and trading in Limassol, Cypress.

We have been able to thoroughly view the casinos terms and conditions and there can be no dispute that they have acted inappropriately and are certainly in breach of them. We do not profess to be experts in how the various "wagering" requirements of casinos have to be played, but we have come across the x 10 rule and certain play through requirements. We do not have the time or the resources to check all of your game play, but as you stated in your earlier telecon that you have completed the necessary wagering and depositing requirements to request a legitimate withdrawal. Whilst again we have not been able to review all of your evidence to date, it does look as though the casino has acted with negligence and a gross misconduct to you as their client/customer with a failure to answer any of your correspondence and concerns raised.

Please keep all written records such as live customer support services, electronic mail correspondence, and if you can record all dialogue with telephone communication. Please note it is a legal requirement to inform the business or individual that you are requesting

a recording of the telecon and to get their verbal consent beforehand. Any fresh evidence that you may wish to submit can be uploaded via our portal on the website [www.actionfraud.police.uk](http://www.actionfraud.police.uk) you will be directed to a NCRN landing page where you will be asked for your username and password.

Please inform us if you have not received a satisfactory response or indeed any written communication back after the 7 day deadline that you set for the casinos "right to reply" time frame, we can then attempt to contact the casino for their defence and reasons for not making the appropriate payment to their client/consumer. We will notify the relevant gaming authorities including the Maltese Gaming authority and the Curacao gaming control board. It is compulsory for us and an automatic requirement for us to copy any correspondence to our own UK Gaming Authority in Birmingham UK.

In 2017 Action Fraud played a major role in assisting with the UK Gaming Commission's chief executive Sarah Harrison in fining 888 Casino over £7,000,000 for failing to comply with regulations in safeguarding vulnerable consumers, so it is an industry that we do look closely at in protecting vulnerable consumers as well as working with UK and other world wide casino regulators.

Please be assured by contacting Action Fraud you are giving the police and other UK and international law enforcement agencies vital information in protecting and helping to get back consumers property or goods that they are rightfully entitled to. In 2019 we recovered over £2.7 million in goods and services for the consumers that we protect.

If you would like more information on how to protect yourself from fraud, there is information on our website at [www.actionfraud.police.uk/supportforyou](http://www.actionfraud.police.uk/supportforyou)

We will also from time to time send out prevention messages on a regular basis to individuals and businesses who register on our partner website, [www.actionfraudalert.co.uk](http://www.actionfraudalert.co.uk) If you would like to receive warning messages about new and emerging crime types in order to keep criminals at arm's length, then we would invite you to spend a couple of minutes to register on this site.

*Pauline Smith*

Yours sincerely,

**Pauline Smith**  
**Head of Action Fraud**

For alerts and prevention advice why not follow us



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