

IN THE MISSOURI GAMING COMMISSION

In Re:)
) DC-24-029
NRT Technology, Corp.)

PRELIMINARY ORDER FOR DISCIPLINARY ACTION

Comes now the Missouri Gaming Commission acting in its official capacity pursuant to 11 CSR 45-13.050, and states as follows:

1. The Missouri Gaming Commission (the “Commission” or “MGC”) is a state commission created under Chapter 313, RSMo, with jurisdiction over gaming activities, including riverboat gambling activities, in the State of Missouri.
2. The Commission issued a Supplier License to NRT Technology, Corp. (“NRT”), as a supplier of self-serve ticket redemption kiosks to Missouri licensed casinos.
3. As the holder of a Supplier License, NRT is subject to the provisions of §§ 313.800 to 313.850, RSMo, and the regulations promulgated thereunder by the Commission.

STATEMENT OF FACTS¹

4. On July 18, 2023, Harrah’s Kansas City Casino reported to MGC Electronic Gaming Device (EGD) Specialist II Dawn Leehy that an MGC security seal had inadvertently been broken on NRT Ticket Redemption Kiosk location NRT10. Upon arrival at the kiosk, Leehy discovered that service technician David Knowles had broken the MGC security seal while repairing the kiosk. Knowles did not possess an active MGC-issued occupational license.
5. On July 18, 2023, Electronic Gaming Device (EGD) Coordinator Kelly Florea contacted NRT Licensing and Compliance Administrator Khrystia Vilela to notify NRT of the unlicensed service technician working at Harrah’s Kansas City. Florea sent a follow up email to Vilela with additional questions about unlicensed technicians. Vilela informed Florea that an NRT internal investigation would be performed and responses would be provided once all the information had been gathered.
6. On July 26, 2023, NRT responded and reported that unlicensed service technicians had performed work in four different Missouri casinos (Ameristar Kansas City, Ameristar St. Charles, Harrah’s Kansas City, and Century Casino Cape Girardeau) on ninety-eight (98) separate occasions since January 1, 2023.
7. NRT stated it had not been aware that the service technicians performing the work at Missouri casinos were unlicensed. NRT explained that its service technicians are also

¹ GR 20230816002

employed by Burroughs, with whom NRT contracts, and that Burroughs dispatches service technicians to Missouri casinos at the request of NRT. NRT explained that its service technicians sent to Missouri casinos are required to hold a Missouri gaming license. NRT stated that Burroughs had inappropriately dispatched unlicensed technicians to conduct work in Missouri casinos.

8. It is noted that in March of 2012, a similar incident with NRT occurred. In 2012, a commission investigation revealed that NRT was using contracted service technicians who were not employees of NRT, and were not licensed by MGC, to service NRT redemption kiosks in Missouri casinos. A letter dated March 12, 2012, was sent to NRT notifying the company that this was a violation of 11 CSR 45-4.260(1). In response to the 2012 incident, NRT hired part-time service technicians, who became licensed by MGC. These service technicians were also employed by third-party service companies with whom NRT contracted to service NRT kiosks at casino sites in Missouri.

LAW

9. Section 313.805, RSMo, states, in pertinent part, as follows:

The commission shall have full jurisdiction over and shall supervise all gambling operations governed by sections 313.800 to 313.850. The commission shall have the following powers and shall promulgate rules and regulations to implement sections 313.800 to 313.850:

10. Section 313.812.14, RSMo, states, in pertinent part, as follows:

A holder of any license shall be subject to imposition of penalties, suspension or revocation of such license, or if the person is an applicant for licensure, the denial of the application, for any act or failure to act by such person or such person's agents or employees, that is injurious to the public health, safety, morals, good order and general welfare of the people of the state of Missouri, or that would discredit or tend to discredit the Missouri gaming industry or the state of Missouri unless the licensee proves by clear and convincing evidence that it is not guilty of such action. The commission shall take appropriate action against any licensee who violates the law or the rules and regulations of the commission. Without limiting other provisions of this subsection, the following acts or omissions may be grounds for such discipline.

- (1) Failing to comply with or make provision for compliance with sections 313.800 to 313.850, the rules and regulations of the commission or any federal, state or local law or regulation;
- (2) Failing to comply with any rule, order or ruling of the commission or its agents pertaining to gaming[.]

11. 11 CSR 45-4.020 states, in pertinent part, as follows:

- (7) Occupational License Level II includes any of the following positions that are not required to hold an Occupational License Level I:

* * *

(C) Any position with a licensed gaming supplier company that would require the holder to have access to the excursion gambling boat to perform his or her function or duties if such function or duties involve installation, servicing, maintenance, repair or accessing secured or locked components of any gaming equipment or supplies, or involve verification or payment of patron awards(.

12. 11 CSR 45-4.260 states, in pertinent part, as follows:

- (1) Every person in a position classified as Occupational License Level I or Occupational License Level II or otherwise participating in gaming operations in any capacity shall, prior to performing or practicing his/her business profession or skills, be a current employee of the Class A, Class B, or supplier licensee, and have obtained the appropriate occupational license from the commission, except for public officers and public employees engaged in the performance of their official duties and other individuals exempted by the commission. The commission may authorize the director to license or make the initial determination of unsuitability on the application of any Level II occupational license applicant, and the commission may further authorize the director to make the initial determination to revoke or suspend the Level I or Level II occupational license of any person; provided, however, that this section shall not limit any other authorization of the director. The authorization provided hereunder shall not include the authority to review findings of a hearing officer under the provisions of 11 CSR 45-13.

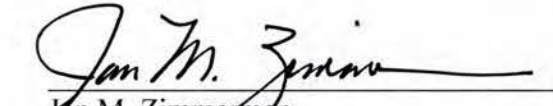
VIOLATIONS

13. The acts or omissions of employees or agents of NRT, as described above, constitute a failure of NRT to ensure that any technician or employee performing work in Missouri casinos pursuant to NRT's Supplier License possesses a valid and active MGC occupational license. Such failure is injurious to the public health, safety, morals, good order and general welfare of the people of the state of Missouri and discredits the Missouri gaming industry and the State of Missouri in that the Casino's actions violate 11 CSR 45-4.020(7)(C) and 11 CSR 45-4.260(1).
14. NRT Technology, Corp., is therefore subject to discipline for such violations pursuant to §§ 313.805(6) and 313.812.14 (1) and (2), RSMo.

PENALTY PROPOSED

15. Under § 313.805(6), RSMo, the Commission has the power to assess any appropriate administrative penalty against NRT Technology, Corp., as the holder of a Supplier License.

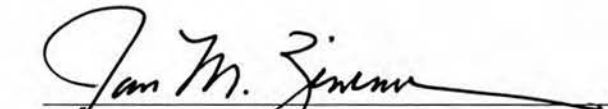
16. THEREFORE, it is proposed that the Commission fine NRT Technology, Corp., the amount of \$10,000 for the violations set forth herein.


Jan M. Zimmerman
Chairman
Missouri Gaming Commission

CERTIFICATE OF SERVICE

The undersigned hereby certifies that he caused a true and correct copy of the foregoing to be mailed, postage prepaid, this 28th day of March, 2024, to:

Khrystia Vilela
Licensing and Compliance Administrator
NRT Technology, Corp.
10 Compass Court
Toronto, Ontario, Canada M1S-5R3


Jan M. Zimmerman
Chairman
Missouri Gaming Commission