

IN THE MISSOURI GAMING COMMISSION

In Re:)
) DC-26-090
HGI – Mark Twain, LLC)
d/b/a Mark Twain Casino)

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 Class A gaming license to Affinity Interactive to develop and operate Class B gaming licensees in the state of Missouri.
3. Affinity Interactive is the parent organization or controlling entity of HGI – Mark Twain, LLC.
4. The Commission issued a Class B riverboat gambling license to HGI – Mark Twain, LLC, to conduct games on and operate the excursion gambling boat known as Mark Twain Casino (the “Casino”).
5. As the holder of a Class B license, HGI – Mark Twain, LLC, d/b/a Mark Twain Casino, is subject to the provisions of sections 313.800 to 313.850, RSMo, and the regulations promulgated thereunder by the Commission.

STATEMENT OF FACTS¹

6. On October 7, 2025, Corporal Zachary Harrison (“Cpl. Harrison”) and Master Sergeant Christopher Turner (“MSgt. Turner”) determined that MGC had not received the Daily Shift Logs (DSL) from the Surveillance Department from September 17, 2025, to October 7, 2025.
7. MSgt. Turner sent an email to Mark Twain Compliance Specialist Crystle Dougherty (“Dougherty”), Mark Twain Casino General Manager Ryan Lounsbury (“Lounsbury”), and Affinity Vice President of Security and Surveillance Ray Gentry (“Gentry”). Lounsbury was the acting Surveillance Manager while Gentry was assisting the property until the Surveillance Manager position was filled. The email requested an explanation as to why the DSLs were not being provided to the MGC Boat Sergeant.

¹ GR 20260119001

8. On October 8, 2025, Dougherty replied and said she spoke with Surveillance Operator Joshua Wright ("Wright"). She said it was determined the lapse in reports being sent was due to an internal oversight within the department. She also indicated they would be in the process of establishing a plan to ensure the department gets back into compliance.
9. MSgt. Turner asked Dougherty to further explain the internal oversight. In response to that email, Gentry apologized for the delay in his response, which only indicated the error would be corrected and that he would be distributing a new procedure to Surveillance to ensure that the method of operation was measurably improved.
10. On October 10, 2025, MSgt. Turner again requested an explanation of the internal oversight.
11. On October 11, 2025, Dougherty sent an email apologizing that she had overlooked the request. She explained that the previous Surveillance Manager played a significant role in prompting the department to send out reports. Since he was gone, and without the prompt taking place, the Surveillance Department assumed others were handling the task.
12. To determine the Surveillance Department personnel's understanding of what occurred, Cpl. Harrison asked for written statements from each of them. The statements from the operators voiced they felt that they were still in compliance and were not required to directly provide the DSLs because they were stored on a server to which MGC Agents had access.
13. On January 10, 2026, Cpl. Harrison reviewed an email from the Surveillance Department that stated they were unable to send MGC the DSLs because they required a thumb drive to move them to the Oasis computer which allows personnel to send the logs. The reason given was that their boss took the thumb drive and they were unable to get into his office to obtain it. The email further explained that they would have him bring it back and would send all DSLs and reports at that time. Until then, Surveillance directed MGC Agents to obtain them from the DSL folder in the shared drive.
14. The investigation of this incident showed a lack of priority in responding to requests from MGC Agents, inconsistent explanations as to why there was a lack of compliance, and a lack of interest in maintaining compliance. MGC Agents reported that communication and the open sharing of information from Casino management diminished considerably during the course of the investigation.

LAW

15. 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:

* * *

(5) To investigate alleged violations of sections 313.800 to 313.850 or the commission rules, orders, or final decisions;

(6) To assess any appropriate administrative penalty against a licensee, including, but not limited to, suspension, revocation, and penalties of an amount as determined by the commission up to three times the highest daily amount of gross receipts derived from wagering on the gambling games, whether unauthorized or authorized, conducted during the previous twelve months as well as confiscation and forfeiture of all gambling game equipment used in the conduct of unauthorized gambling games. Forfeitures pursuant to this section shall be enforced as provided in sections 513.600 to 513.645;

* * *

(19) To take any other action as may be reasonable or appropriate to enforce sections 313.800 to 313.850 and the commission rules.

16. Section 313.812, RSMo, states, in pertinent part, as follows:

14. 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[.]

17. The Commission's Minimum Internal Control Standards ("MICS") Chapter M states, in pertinent part, as follows:

5.01 A Surveillance Shift Log shall:

(D) be provided to the MGC Boat Supervisor daily;

18. The Casino's Internal Control System ("ICS") Chapter M states, in pertinent part, as follows:

5.01 A Surveillance Shift Log (Form CC) shall:

D. Be provided to the MGC Boat Supervisor daily;

VIOLATIONS

19. The acts or omissions of employees or agents of the Casino, as described above, constitute a failure of the Surveillance Department to comply with the Commission's MICS and the Casino's ICS, Chapter M, Section 5.01.
20. HGI – Mark Twain, LLC, d/b/a Mark Twain Casino, is therefore subject to discipline for such violations pursuant to sections 313.805 and 313.812.14(1) and (2), RSMo.

PENALTY PROPOSED

21. Under section 313.805, RSMo, the Commission has the power to assess any appropriate administrative penalty against HGI – Mark Twain, LLC, as the holder of a Class B license.
22. THEREFORE, it is proposed that the Commission fine HGI – Mark Twain, LLC, d/b/a Mark Twain Casino, the amount of five thousand dollars (\$5,000.00) for the violations set forth herein.


Roger Stottlemire
Commissioner
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 31st day of August, 2026, to:

Mr. Ryan Lounsbury
General Manager
Mark Twain Casino
104 Pierce Street
LaGrange, MO 63448


Roger Stottlemire
Commissioner
Missouri Gaming Commission