



THE STAR

ASX Announcement

1 June 2026

THE STAR SYDNEY – PENALTIES FOR HISTORICAL FINANCIAL CRIME RISK MATTERS

The Star Entertainment Group Limited (ASX: SGR) (**The Star**) notes that the NSW Independent Casino Commission (**NICC**) today announced that The Star Sydney has been issued with a total of \$10 million in fines, along with an enforceable undertaking to set aside a further \$5 million to strengthen the technology surrounding its financial crime risk management operations (**NICC Announcement**).

A copy of the NICC Announcement outlining these penalties is attached.

Bruce Mathieson Jnr, Group Chief Executive Officer & Managing Director, said:

“We take our obligations to abide by gaming regulations seriously and appreciate that the NICC has allowed us to pay these penalties progressively up until 30 June 2027 while we continue to invest in our technology uplift. These events occurred between December 2018 and September 2025 and prior to the commencement of the current leadership.

We will continue to engage constructively with the NICC in respect of The Star Sydney as we work through our remediation program. I am confident that we are making progress.”

Authorised by:

Bruce Mathieson Jnr
Group Chief Executive Officer & Managing Director

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NICC issues The Star Sydney \$10 million in fines and enforceable undertaking to strengthen technology surrounding financial crime risk management

1 June 2026

The NSW Independent Casino Commission (NICC) has issued The Star Sydney a total of \$10 million in fines along with an enforceable undertaking to set a further \$5 million aside to strengthen the technology surrounding its financial crime risk management operations.

In 2025 Liquor and Gaming NSW (L&GNSW) investigated thousands of breaches at The Star which were outlined in four, separate disciplinary matters.

The matters were referred to the NICC for disciplinary action and the following orders issued:

- For allowing customers to continuously gamble without a break longer than the prescribed time limits between May 2024 and April 2025 - \$1.5 million penalty
- For allowing the conversion of casino reward points to cash involving at least 1898 patrons between December 2018 and November 2023 - \$3 million penalty
- For the failure to prevent entry by an excluded patron on nine occasions between February and May 2024 - \$500,000 penalty
- For systemic failures in financial crime risk operations between July 2023 and September 2025 – A \$5 million penalty and an enforceable undertaking for a further \$5 million to be held in a dedicated remediation fund to support the uplift of The Star’s technological capability to comply with its regulatory obligations in respect of its financial crime risk management operations

NICC Chief Commissioner Philip Crawford said that while the breaches of the *Casino Control Act 1992* were concerning, many had occurred before more systematic remediation processes had been implemented including technology upgrades such as carded play.

“While these disciplinary matters are disappointing, we have seen considerable progress at The Star under their new leadership,” Mr Crawford said.

“The NICC is confident that the revised remediation workstreams, the expertise of Bally’s Corporation and the technological uplift that has taken place since these breaches occurred have made a materially significant improvement in The Star’s remediation progress.

“While we are optimistic about The Star’s remediation progress, the casino’s recent poor compliance history has also factored into the Commission’s decision.

“Imposing these fines along with the enforceable undertaking reiterates the seriousness with which the NICC considers any breaches that leave customers vulnerable to gambling harm or casinos vulnerable to criminal infiltration.”

L&GNSW Executive Director Regulatory Operations Dimitri Argeres said the matters highlighted the importance of coordinated regulatory oversight.

“Liquor & Gaming NSW undertook extensive investigations into a large number of non-compliance issues at The Star and referred these matters to the NSW Independent Casino Commission for its consideration and enforcement action,” Mr Argeres said.

“This outcome reflects a coordinated regulatory approach, where identified breaches are thoroughly examined and escalated to ensure appropriate disciplinary action is taken.

“We continue to work closely with the NICC to ensure casino operators are held to account, with a strong focus on improving systems, strengthening compliance, and protecting the integrity of the sector.”

Many of the breaches listed in the four disciplinary matters were detected through the casino’s ongoing remediation program and subsequent investigations, stemming from the Bell inquiries. Some of the matters were also self-reported by The Star.

A significant number of the breaches of time play thresholds relate to patrons being permitted to gamble for more than 12-hours in a 24-hour period. In the more serious cases, patrons were able to gamble for more than 36 hours straight.

Contraventions surrounding the conversion of casino or “comp” dollars resulted in patrons being able to use their rewards points to reimburse their airfares or other travel expenses.

The systemic failures in financial crime risk operations include breaches in The Star’s Customer Risk Rating Model (CRAM), Enhanced Customer Due Diligence (ECDD) on high-risk patrons and Ongoing Customer Due Diligence.

In some instances, the casino was found to have failed to properly assess a customer’s risk of being involved with criminal activity, including money laundering and terrorism financing.

Editor’s note: An enforceable undertaking addresses specific operational failures which need to be rectified to ensure ongoing regulatory compliance. This is the first time an enforceable undertaking has been issued by the NICC since becoming available to the agency to use as a regulatory tool under legislative changes made in 2022.