

While heeding the profit of my counsel, avail yourself also of any helpful circumstances over and beyond the ordinary rules.

- Sun Tzu

Theft and Fraud Tells, Red Flags and Behavior Indicators

Overall

- Living beyond ones means
- Excessive gambling habits, use of alcohol or drugs
- Financial pressures
- Failure to follow required controls, policies and procedures
- Highly trusted employee with high level of access/responsibility with ability to authorize transactions
- No segregation of duties

Bingo/Keno:

- Wins/jackpots paid to same players
- Rabbit ears not cleared completely or only partially prior to game
- High level of tokens or significant increase in tokens
- Frequent variances
- Same employees consistently verify wins/jackpots

Employee Theft and Fraud

- Rubbernecking
- Unusual hand movements
- Hands to body after handling cash/cheques
- One hand folded/stiff after handling cash/cheques
- Counts down bank frequently
- Frequent variances
- Friends and family of employee loitering about area
- Frequent transactions with friends and family of employee

Food and Beverage/Retail

- Frequent voiding of transactions
- Frequent use of “no sale” key
- Commingles personal cash with company funds
- The employee fails to enter the transaction or does so after the customer leaves. The employee will set aside the payment or will place it into their pocket.
- The employee does not issue a receipt. This could be because the transaction was cancelled in the system and the sale never recorded or if the sale was recorded, a void may be generated after the sale.
- Undercharges or does not charge friends or family
- Voids legitimate transactions
- Enters transactions as a “No Sale”
- Sells customer an item at the correct price, but rings it as a lower priced item and pockets the difference

- Commingles company funds with personal money and tips
- Frequently counts down and balances bank or register
- Enters other than normal screen and makes unauthorized adjustments/changes
- Unauthorized use of manager's card or supervisory cards
- Prints out receipts or reports detailing total sales for shift or day
- Comps a non-playing guest
- Alters comps for more than listed value
- Counts their bank away from cameras, supervisors, and fellow employees
- Generates unusual refund activity
- Stores coupons, two for one offers, or comps for later use with a cash customer
- Does not return from or is short when is sent to the cage or bank for cash transfers or exchanges

Marketing:

- Same individuals win promotions/prizes consistently
- Promotion extremely popular with employees and guests
- Frequent redemption of free play or other coupons by employees/guests
- Larger prizes/cash won by same guests/employees
- Friends and family of employees win frequently

Player's Club:

- Same individuals win promotions/prizes consistently
- Promotion extremely popular with employees/guests
- Frequent redemption of free play or other coupons by employees/guests
- Friends or family of club employees or other key employees loitering at the club

- Friends or family of club employees possess accounts with unusual activity
- Frequent point adjustments made to certain accounts by the same employee
- Editing of a players account without guest present
- Frequent name changes made to accounts performed by same employee
- Frequent PIN changes made to accounts performed by same employee

Race and Sportsbook:

- Early lines offered to a select group of betters
- Frequent wagers by messenger betters
- Frequent void activity by writer
- Writer makes personal wagers while on duty.

Slots

- Specific slot machines(s) or type of machine(s) in play twenty-four/seven
- Rubber necking

Cashier/Floor Theft:

- Unauthorized countdown of bank or other funds
- Constantly manipulating funds or paperwork
- Rolls of coin or tokens short, cashier handles rolls frequently
- Removes coins from coin bags, bags not weighed
- Straps of currency short, positioned in back of drawer so as not to be verified
- Off going cashier enters amount of funds counted by oncoming cashier

Counterfeit Bills Placed in Validator Units:

- Frequent input of cash, frequent cash out of credits
- Minimal or brief play
- Player or associate continuously cashes out
- Unknown or new players
- Rubbernecking
- Bills rejected often, suspect tries same bill repeatedly
- Counterfeit and good money kept separate, bills into validator from one location
- and from cash-out to another

Counterfeit Tokens:

- Maximum coins in, then cash-out of credits
- Minimal play
- On and off play
- Unknown or new players
- Rubbernecking

Devices Used to Disrupt Coin Readers:

- Coin payout meter does not match coin paid out
- Payout does not match symbols on reels or on screen
- Player reaches into payout chute or other area of machine to place and retrieve
- device
- Hoppers found empty or near empty without players present
- Rubbernecking

- Usually occurs on higher denomination machines
- Player may sit with legs up on each side of machine
- Unknown or new players

Distract and Grabs (Purse/Coin Bucket/TITO Theft):

- Individuals who enter casino together, then split up and move about in different directions in slot area
- Individual(s) roam slot areas without playing
- Often carrying coin, wallet, purse, or TITO (ticket in, ticket out) ticket to throw on floor
- Individual approaches slot players and engages them in conversation or tosses an item on the floor

Drop Door Breaking/Entering—Theft of Drop Bucket/Bill Validator:

- Illegal drop door or drop door open signal or alarm at unusual time of day and/or without prior notification
- Suspicious individuals loitering about during drop or during quiet periods
- Unsecured and/or broken drop door or lock (internal collusion)
- Drop crew leaves behind drop bucket or validator (internal collusion)

False Hopper Fills:

- Required number of employees not present at fill
- Fill not located at machine listed on slot system and/or paperwork
- Signatures of verifying personnel not legible or identifiable
- Fill slip not signed at location of fill

- Coin for fill not placed directly into hopper
- Fill bag opened prior to arrival at machine

False Jackpots:

- Required number of employees not present at jackpot
- Jackpot not located at machine listed on slot system and/or paperwork
- Signatures of verifying employees not legible or identifiable
- Jackpot paperwork not signed at location of jackpot

Injecting Slot Machine RAM with False Information:

- Unknown or new players
- Blockers/distracters in use, blocking camera angles (usually must open machine to access RAM (random access memory))
- Playing machine or linked machines for substantial jackpot (usually a progressive) for cash or high value prizes (cars, boats, etc.)

Manipulation of Machine or Malfunction:

- Rubbernecking
- Player attempting to disguise/camouflage, or cover up method of play or readouts of the machine
- Payout does not match combination or display on machine or screen
- Wins consistently and cashes out frequently
- Machine in constant play by individuals using same method of play
- Abnormal number of fills
- Unusual and consistent method of play

- Expert input of coin or use of play/credit buttons
- Items observed that could be used as tools such as bobby pins, drink or cocktail straws, etc.
- Professional/Advantage Players
- All machines of type in constant play
- Players are extremely adept playing machines
- Players familiar with casino rules, procedures, and operations
- Players appear to be locals

Shaved Tokens/\$2 Tokens:

- Player continuously sorting coin
- Rubbernecking
- Coins frequently fall through to tray
- Blockers/distracters in place
- Coin out doesn't match win meter
- Frequent cash-out of credits
- Shaved tokens/\$2 tokens found in drop during weigh/wrap
- Player catches tokens as they are paid out and before they hit the tray

Shorting Players:

- Cashier/change person does not empty all coins/tokens from bucket
- Cashier/change person does not run all coin/tokens through coin counter, sets aside some in tray
- Short rolls, cashier/change person handles frequently
- Unauthorized countdown of bank

- Hands to body without clearing hands

Slot/Casino Employee Impersonator:

- Dresses as or similar to a slot or other casino employee
- Roams slot areas without playing
- Approaches players, obtains cash (pretending he or she will get change for them),
- and immediately leaves the property

Theft from Slot Machine:

- Floor person or slot technician enters machine for no apparent reason and/or a
- player not present
- Hands to body without clearing hands after entering machine
- Does not sign entry card and/or use card system

Table Games:

Card Counting

- Bet Variation
- Strategy Variation
- Taking or not taking insurance at certain times
- Players watching all the cards
- Nondrinker or doesn't drink the beer or cocktail ordered
- Places bets after all cards are picked up

Card Mucking

- Player touching cards or bets twice

- Player picking up cards with one hand, replacing with the other hand
- One or both hands going off the table
- Unusual hand movements
- Both hands handling the cards
- Distractions during the game

Card Switching

- Players sitting close together, arms in a folded position
- Hands on/off game
- Touching cards or bets twice
- Big money next to small money
- Distractions on game

Chip Cup

- Frequent buy-ins and/or color changes by same player(s)
- Dealer pays frequent attention to and manipulates checks in tray
- Player bets small denomination checks but has larger denomination checks in front or in pockets
- Ratholes checks

Computer Play

- Unusual hit/stand pattern Hesitation prior to strategy decisions
- Bet variations
- Unusual physical movements

Cooler Deck or Shoe:

- Distraction during cut or placement of cards into shoe
- Player wearing jacket/coat
- Sudden increase in bets
- Game locked up
- Players receiving unusual number of naturals, double downs, splits, or strong hands not requiring a decision
- Dealer extends cards for cut farther than normal
- No cut of cards

Daubing:

- Hands off game
- Minimum bets, maximum hands
- Hand movements to body, face, or hair
- Handles cards unusually, fingers may not touch all cards
- Rechecks cards frequently

Dealer/Agent:

- Frequent player buy in and color changes
- Dealer favoring player
- Incorrect payoffs
- Payoff not clear
- Total of hands not clear

Tipping hole card or flashing of top cards by dealer:

- Unusual hit/stand pattern (receiving information)
- Dealer holding deck unusually
- Rubbernecking

Dealing Seconds:

- Unusual deck hand movements (peeking moves)
- Audible snap of cards
- “Dead thumb”

Dealer Stealing Checks:

- Hands moving/touching body, face without clearing hands
- Unusual physical movements
- Unusual pick up of checks
- Frequent manipulation of checks and/or straightening checks in the tray
- Rubbernecking

False Shuffle:

- Incorrect house shuffle
- No squaring of deck
- Sudden increase in bets
- Game locked up
- Players receiving unusual number of naturals, double downs, splits, or strong hands not requiring a decision

- No cut of cards

Hole Card Play:

- Unusual hit/stand pattern (receiving information)
- Placement of arm or device in a stationary position on the game
- Player(s) slumping Signal pattern from other player(s)
- Incorrect hole card placement by dealer

Marked Cards in Play:

- Unusual hit/stand pattern (receiving information)
- Sudden increase in bets to table maximum
- Game locked up Signal pattern from other player(s)
- Big money next to small money
- Dealer not dealing as per procedure

Pinching/Pressing:

- Movements to bets when dealer is facing away
- Touching cards or bet twice
- Hands moving over bet
- Hands close to bet
- Distractions on game

Shuffle Tracking:

- Large bets at top of shoe
- Large bets from outside game

- Sudden increase in bets
- When offered cut player takes a long time placing cut card
- Players at game often refuse cut, allowing one specific player to cut cards

Common to Most or Cause for Further Investigation:

- Procedure break or violation (intentional or not)
- Unusual hit/stand pattern
- Larger or maximum bets (follow the money)
- Rubbernecking
- Distractions during the game