

BAY MILLS INDIAN COMMUNITY

GAMING COMMISSION RULES

RULE 1: PATRON DISPUTES

(a) **Refusal to Pay Winnings.** Whenever an Operator refuses payment of alleged winnings to a patron, and the Operator and the patron are unable to resolve the dispute to the satisfaction of the patron, and the dispute involves:

(1) At least Five Hundred Dollars (\$500), the Operator shall immediately notify the Gaming Commission. The Commission shall conduct whatever investigation it deems necessary and shall determine within ten (10) days of notification whether payment should be made; or

(2) Less than Five Hundred Dollars (\$500), the Operator shall inform the patron of his/her right to request that the Gaming Commission conduct an investigation. The patron shall request an investigation within five (5) days of the payment refusal, upon receipt of such request, the Commission shall conduct whatever investigation it deems necessary and shall determine within seven (7) days whether payment should be made.

(b) **Notice to Patrons.** The Gaming Commission shall mail written notice by certified mail, return receipt requested, to the Operator and the patron of the decision resolving the dispute.

(c) **Effective Date of Decision.** The decision of the Gaming Commission is effective on the date it is received by the aggrieved party, as reflected on the return receipt.

(d) **Review of Decision.** Within 20 days after the date of receipt of the written decision, the aggrieved party may file a petition with the Gaming Commission requesting a review of the decision. The Commission may set a hearing on the matter or may make a decision based upon the prior decision and other documentation provided to it by the patron and Operator as part of the request for review. The Commission shall then issue a written decision and mail it to the parties pursuant to the procedures set forth in subsec. (b), above. The decision of the

Commission shall be final and binding upon the patron and Operator, and shall not be subject to judicial review, dispute resolution, or other legal action.