

STATE OF WASHINGTON  
GAMBLING COMMISSION

In the Matter of the Revocation of the License to )  
Conduct Gambling Activities of: )  
Jordan L. Medeiros )  
Tacoma, Washington, )  
Licensee. )

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NO. CR 2012-00678

**NOTICE OF ADMINISTRATIVE  
CHARGES AND OPPROTUNITY  
FOR AN ADJUDICATIVE  
PROCEEDING**

I.

The Washington State Gambling Commission issued Jordan L. Medeiros license number 68-04930, authorizing Card Room Employee activity at Macau Casino, Lakewood.

The Commission issued this license, which expires on June 9, 2013, subject to the licensee's compliance with state gambling laws and Commission rules.

II.

Rick Day, Director of the Washington State Gambling Commission, charges the licensee with the following violations of the Washington State Gambling Act, 9.46 RCW, and WAC Title 230:

**SUMMARY:**

On May 25, 2012, Jordan L. Medeiros, a licensed Card Room Employee, was playing on Mini-Baccarat table 1 (MB1) at the Macau Casino in Lakewood. At about 3:27 a.m., he took about \$78 in casino chips from another player, Tuan Nguyen, while he was away from the table. Mr. Medeiros bet Mr. Nguyen's casino chips on the next hand. The casino reimbursed Mr. Nguyen for his stolen casino chips. When confronted, Mr. Medeiros paid back the money to the casino and apologized to the victim.

**FACTS:**

(1) On May 25, 2012, a Washington State Gambling Commission Special Agent (agent), received an e-mail from Mark Higgins, Casino Operations Manager of the Macau Casino in Lakewood. He said employee Jordan L. Medeiros "removed roughly \$40.00 in chips from a player who had left the table." Mr. Higgins said he suspended Mr. Medeiros pending the investigation and had him complete a statement for the agent. Mr. Higgins had the video recordings and statements from all of the parties involved set aside.

(2) On May 26, 2012, the agent received another e-mail from Mr. Higgins. He said Mr. Medeiros went outside to smoke on May 25, 2012 at about 3:10 a.m. When Mr. Medeiros returned, a customer, Trinh Bui, told him the \$78 in casino chips left on MB1 were Mr. Medeiros.' Shift Manager Greg Cisco gave a refund to Mr. Nguyen. According to Mr. Cisco,

Mr. Nguyen wanted his money back and did not want to "get anyone in trouble." Mr. Higgins went on to state in his e-mail that Mr. Medeiros reported for work later on May 25, 2012. Mr. Higgins confronted him, and Mr. Medeiros paid the casino back the \$78. He also wrote a statement about the incident. Mr. Higgins stated he had not seen Mr. Nguyen to return his money yet.

(3) May 30, 2012, Mr. Higgins sent the agent an e-mail confirming Mr. Nguyen picked up his cash from the casino cage.

(4) On May 31, 2012, the agent visited the Macau Casino to meet with Mr. Higgins and Surveillance Observer, Sarem Mang. Mr. Mang provided the agent with a recording he made straight from the digital surveillance system. Mr. Mang provided the agent with a Surveillance Observation form used by Surveillance Observer, Coma Soun to document his review of Mr. Medeiros' theft of casino chips the night it happened. Mr. Soun stated he had been notified by Mr. Cisco to review the recording to determine who took Mr. Nguyen's casino chips from MB1. In his report, Mr. Soun stated that poker dealer Jordan Medeiros took the casino chips.

(5) Mr. Mang provided the agent with a Surveillance Incident Report that Surveillance Observer Malika Oeun used to document his review of the incident the next morning. He stated he had been notified by Mr. Higgins to review the incident involving Mr. Medeiros. In his report, he stated Mr. Medeiros took the casino chips, gambled with them, then exited the casino.

(6) Mr. Higgins gave the agent a signed Supervisor's Record of Incident/Counseling form he gave to Mr. Medeiros. In the form, Mr. Higgins reprimanded Mr. Medeiros for "removing another player's chips from the baccarat table and then gambling with them." It stated he was suspended pending the investigation. Mr. Higgins gave the agent a signed statement from Mr. Cisco. In his statement, Mr. Cisco stated customer Ms. Bui told him she told Mr. Medeiros the chips at MB1 were his. Mr. Cisco added Mr. Medeiros was "drinking a lot (sic)."

(7) Mr. Higgins gave the agent a signed statement from the dealer, Mr. Medeiros. He said he had been drinking after work and gambling. He stated he thought the casino chips at MB1 were his when he returned from smoking. He added that when Mr. Cisco told him he took the chips, he told him he was sorry and "wanted to take care of my mistake." Mr. Medeiros signed the statement on May 25, 2012.

(8) On July 11, 2012, Mr. Higgins e-mailed the agent copies of the "Paid In" and "Paid Out" forms. According to Mr. Higgins, they were the \$78 Mr. Medeiros paid into the cage for the money he took from Mr. Nguyen and the \$78 cash paid out to hold in the cage for Mr. Nguyen for when he returned.

(9) On July 12, 2012, the agent returned to the Macau Casino to view more surveillance recordings. The original recording only showed Mr. Medeiros at the casino cage. It did not have any video of Mr. Medeiros at MB1. Mr. Mang provided the agent with another recording made directly from the digital surveillance system.

(10) The agent reviewed the surveillance video and summarized the following:

- On May 25, 2012, at about 3:23 a.m., Mr. Nguyen was playing at Spot 2 on table MB1 at the Macau Casino in Lakewood. Mr. Nguyen left a stack of casino chips (later identified to be \$78 worth) at Spot 2 to hold his spot and left the table.
- At about 3:25 a.m., a male sat down at Spot 1. A minute later a female, identified as Ms. Bui, sat down at Spot 3.
- About 3:26 a.m., Mr. Medeiros walked up to the table MB1 and picked up with his right hand the chips at Spot 2 that belonged to Mr. Nguyen. Mr. Medeiros stepped immediately back from the table with the chips in his hand. Ms. Bui moved from the chair at Spot 3 to the chair at Spot 5 (there is no Spot 4 in Baccarat).
- Mr. Medeiros laid out his chips at the Spot 2/3 line then stacked them up again. He placed a "Player" bet and a bonus bet on Spot 3. The hand was a "Tie," so he lost the bonus bet, but he was able to take back his "Player" bet and put it back into his stack of casino chips.
- At about 3:29 a.m., Mr. Medeiros collected his casino chips and left the table. Ms. Bui left the table at about the same time. After that, the man at Spot 1 left and the dealers changed out.
- At about 3:30 a.m., Mr. Medeiros cashed out \$360 in casino chips at the cashier's cage. While cashing out, the cashier asked how he did and he said, "I did okay." Once he got the cash, Mr. Medeiros stated, "Let's do a payment." He then told the cashier "Fifty dollars." After completing some paperwork on the cage counter and giving the cashier \$50 in cash, he left the casino through the front door at about 3:32 a.m.
- At about 3:33 a.m., Mr. Nguyen returned to the table MB1. He pointed at the table where his chips had been left.

(11) The agent asked to see the paperwork Mr. Medeiros completed at the cashier's cage. On July 12, 2012, while on site, the agent was given copies of the "Paid In" form and check cashing card for Mr. Medeiros. According to the records, Mr. Medeiros wrote two \$1,000 checks on May 8, 2010. Both checks came back from the bank as Non-Sufficient Funds (NSF), meaning he did not have the money in his account to cover the checks. The NSF balance as of the date on the day he took the casino chips was \$650. The latest balance as of July 7, 2012, was \$400. It appears he had made steady payments for nearly two years.

(12) On August 22, 2012, the agent interviewed Mr. Medeiros. The agent told Mr. Medeiros that he was being recorded on a digital voice recorder. The agent advised him of his constitutional rights, and Mr. Medeiros agreed to waive them and answer questions. The following is a summary of the interview:

Mr. Medeiros has worked in the gambling industry since 1997. He has worked at Macau Casino since it opened in 2007/2008. Mr. Medeiros said he is a gambler and his net loss is an average of "about seven or eight thousand." The agent explained the player tracking system showed his lifetime play was much higher than that. Mr. Medeiros explained his net loss was twenty thousand, but an old jackpot brought it up to about eight thousand.<sup>1</sup>

In regards to May 25, 2012, Mr. Medeiros said he got off work about 10:00 p.m. and was drinking until last call at about 1:20 a.m. He said he was playing MB then took a break to smoke outside. He went back to the MB table. Mr. Medeiros said he would usually leave his chips and come back because they were on camera. He said he thought the chips on the MB table were his. Mr. Medeiros said he had been drinking hard liquor that night. After he got home, Mr. Medeiros received a phone call from a fellow employee, who said Mr. Cisco was checking tables about him taking a player's chips.

Mr. Medeiros said Mr. Cisco called him next. Mr. Cisco told him he did play another player's chips. Mr. Medeiros said he knew the player as a regular. He said Mr. Cisco told him to come in the morning and do a "Paid In" to the cashier's cage so they could reimburse the customer. Mr. Medeiros said when Mr. Nguyen came in that day, he apologized and took Mr. Nguyen to the casino cage to get his money. He said they drank and gambled together after that.

13) Medeiros said he came to the agent to explain his story, however, the agent noted inconsistencies with the Casino Operations Manager's e-mails the agent received. On May 26, 2012, the day after Mr. Medeiros said Mr. Nguyen got his money back, Mr. Higgins stated he had not seen Mr. Nguyen yet to give his money back. The agent received an e-mail on May 30, 2012, that stated Mr. Nguyen finally got his money back.

#### **VIOLATIONS:**

##### **1) RCW 9.46.075 Denial, suspension, or revocation of license, application, or permit**

The Commission may deny an application, or suspend or revoke any license or permit issued by it, for any reason or reasons, it deems to be in the public interest. These reasons shall include, but not be limited to, cases wherein the applicant or certified employee, or any person with any interest therein:

(The following subsections apply.)

(1) Has violated, failed or refused to comply with the provisions, requirements, conditions, limitations or duties imposed by chapter 9.46 RCW and any amendments thereto, or any rules adopted by the Commission pursuant thereto, or when a violation of any provision of chapter 9.46 RCW, or any Commission rule, has occurred upon any premises occupied or operated by any such person or over which he or she has substantial control.

(8) Fails to prove, by clear and convincing evidence, that he, she or it is qualified in accordance with the provisions of this chapter.

(10) Has pursued or is pursuing economic gain in an occupational manner or context which is in violation of the criminal or civil public policy of this state if such pursuit creates probable cause to believe that the participation of such person in gambling or related activities would be inimical to the proper operation of an authorized gambling or related activity in this state. For the purposes of this section, occupational manner or context shall be defined as the systematic planning, administration, management or execution of an activity for financial gain;

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<sup>1</sup> The agent determined that according to the player tracking system, Mr. Medeiros' lifetime record with the casino shows his net loss is approximately \$99,640; \$20,450 in just the year ending July 25, 2012.

**2) WAC 230-03-085 Denying, suspending, or revoking an application, license or permit**

We may deny, suspend, or revoke any application, license or permit, when the applicant, certified employee, or anyone holding a substantial interest in the applicant's or certified employee's business or organization:

(The following subsections apply.)

(1) Commits any act that constitutes grounds for denying, suspending, or revoking licenses or permits under RCW 9.46.075.

(8) Poses a threat to the effective regulation of gambling, or creates or increases the likelihood of unfair or illegal practices, methods, and activities in the conduct of gambling activities, as demonstrated by: (a) Prior activities;

**3) RCW 9.46.153(1) Applicants and licensees - responsibilities and duties**

It shall be the affirmative responsibility of each applicant and licensee to establish by clear and convincing evidence the necessary qualifications for licensure of each person required to be qualified under this chapter, as well as the qualifications of the facility in which the licensed activity will be conducted.

By taking casino chips from another player away from the table, Jordan L. Medeiros has demonstrated that he poses a threat to the effective regulation of gambling or increases the likelihood of unfair or illegal practices. Mr. Medeiros has failed to establish clearly and convincingly that he is qualified to be licensed, as required by RCW 9.46.153(1). As a result, grounds exist to revoke Jordan L. Medeiros' license based on RCW 9.46.075(1), (8) and (10), WAC 230-03-085(1) and (8).




STATE OF WASHINGTON )  
COUNTY OF THURSTON )  
I hereby certify that I have this day saved a copy of the document upon all parties  
to record in the proceeding by mailing a copy thereof, properly addressed  
with postage prepaid, by regular and certified mail to each party to the  
proceeding, to his or her attorney or authorized agent.  
Dated at Olympia, Washington this \_\_\_\_\_ day of \_\_\_\_\_, 2012.  
Communications and Legal Department  
Washington State Gambling Commission

III.

Jurisdiction of this proceeding is based on 9.46 RCW, Gambling, chapter 34.05 RCW, the Administrative Procedure Act, and WAC Title 230.

The licensee will have the opportunity to have a hearing on the alleged violations.

**In order to have a hearing or discuss settlement options**, the enclosed request for hearing must be completed and returned to the Gambling Commission **within 23 days** from the date of the mailing of this notice.

Based on RCW 34.05.440, failure to return a request for hearing will result in the entry of a default order REVOKING your license.

STATE OF WASHINGTON )  
 ) ss.  
COUNTY OF THURSTON )

Rick Day being duly sworn on oath says: That he has read this Notice of Administrative Charges and Opportunity for An Adjudicative Proceeding, knows the contents of it, believes it to be true, that he is the Director of the Washington State Gambling Commission, and in that capacity has executed said Notice.

  
RICK DAY, DIRECTOR

SUBSCRIBED AND SWORN TO before me this 19 day of September, 2012.

  
NOTARY PUBLIC in and for the State of Washington residing at Thurston County  
My commission expires on December 2, 2015

STATE OF WASHINGTON )  
 ) ss  
COUNTY OF THURSTON )

I hereby certify that I have this day served a copy of the document upon all parties of record in the proceeding by mailing a copy thereof, properly addressed with postage prepaid, by regular and certified mail to each party to the proceeding or his or her attorney or authorized agent.

Dated at Olympia, Washington this 19 day of September, 2012



Communications and Legal Department  
Washington State Gambling Commission

