

# IN THE MISSOURI GAMING COMMISSION

In Re: )  
 ) DC 26-069  
Ameristar Casino St. Charles, LLC )

## **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 Boyd Gaming Corporation to develop and operate Class B gaming licensees in the state of Missouri.
3. Boyd Gaming Corporation is the parent organization or controlling entity of Ameristar Casino St. Charles, LLC.
4. The Commission issued a Class B gaming license to Ameristar Casino St. Charles, LLC to conduct games on and operate the excursion gambling boat known as Ameristar Casino St. Charles (the “Casino”).
5. As the holder of a Class B license, Ameristar Casino St. Charles, LLC is subject to the provisions of sections 313.800 to 313.850, RSMo, and the regulations promulgated thereunder by the Commission.

## **STATEMENT OF FACTS<sup>1</sup>**

6. On November 2, 2025, at approximately 11:30 p.m., Corporal Brian Lawler (“Cpl. Lawler”) was contacted by Casino Security regarding a patron wanting to file a complaint. Cpl. Lawler responded to the Elite Turnstile and met with an unknown female who stated that the Casino’s redemption kiosks were not giving coin back to patrons.
7. Cpl. Lawler responded to the gaming floor and approached a kiosk bank. Security and Main Cashier Antrise M. Humphries (“Humphries”) were servicing Kiosk #4. Cpl. Lawler asked Humphries about the coin return issue, and she stated there have been coin jams in the kiosks that had new switchboards placed in them. Cpl. Lawler asked which kiosks had the switchboards placed in them. Kiosks #1, #2, #5, and #8 were identified. Cpl. Lawler asked Humphries to open Kiosk #5. Once opened, Cpl. Lawler saw that the switchboard was loosely placed in the compartment containing the coin

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<sup>1</sup> GR 20251104002

cassettes. There were numerous wires running out of the switchboard putting pressure against the coin track which is designed to dispense coin to the patron. Cpl. Lawler looked behind the coin cassettes and saw a considerable amount of unsecured coin piled up behind the cassettes and the coin track. Cpl. Lawler asked Humphries what they had been doing with this coin and she stated they had collected it and turned it in using a Miscellaneous Paid-In/Out Ticket.

8. Cpl. Lawler then asked Humphries to open Kiosk #1. When she opened it, Cpl. Lawler again saw the switchboard putting pressure against the coin track. The switchboard pushed the coin track far enough away from the coin cassettes so that the coin just fell into the cabinet of the kiosk. There was a considerable amount of unsecured coin lying in the cabinet.
9. The unsecured coin collected from the kiosks with the new switchboards installed between October 22, 2025, and November 2, 2025, was documented on Miscellaneous Paid-In/Out Tickets. The reasons stated would be coin jam, unclaimed property, or found money. The result of this was that the kiosks were not giving the patrons the full amount of their Ticket In/Ticket Out (TITO). Either the patrons did not receive their coin or they received the wrong amount. Cpl. Lawler reviewed the Miscellaneous Paid-In/Out Tickets which were associated with these kiosks for the period between October 25, 2025, to November 2, 2025. The amount of coin totaled seven hundred twenty-one dollars and forty-five cents (\$721.45).
10. Cpl. Lawler contacted Slot Supervisor Dena L. Neuroth ("Neuroth") who had spoken with the complainant earlier in the evening. Neuroth stated she witnessed Kiosk #1 give the incorrect coin to about five patrons that evening and she had given out one dollar (\$1.00) bills from the cage to reimburse them for their losses.
11. Cpl. Lawler then spoke with Cage Shift Manager Ashley N. Brickhaus who advised that the Cage Department also knew of the issue and provided email confirmation. The email dated October 27, 2025, from Cage Shift Manager Michelle L. Keeton ("Keeton") stated the exact reason for the coin jams.
12. On November 2, 2025, at 1:00 a.m., Cpl. Lawler instructed the Cage to turn off the four kiosks that had the new switches in them.
13. A review of available surveillance footage showed the following:
  - a. On October 22, 2025, at 2:50 a.m., a new switchboard was placed in Kiosk #1. At 9:08 p.m., the main banker collected the unsecured coin from behind the cassettes and had trouble trying to reinsert one of the cassettes.
  - b. On October 25, 2025, at 11:35 a.m., the main banker was seen collecting the unsecured coin at Kiosk #1. Cage Supervisor Stacey L. Buckley was present.

- c. On October 25, 2025, at 1:21 p.m., a female patron appeared to receive the wrong amount of coin from Kiosk #1. At 1:35 p.m., Kiosk #1 was opened. Cage Supervisor Sonya R. Smith was seen giving the female patron the coin she was owed from the kiosk. Also present were Keeton and Security Shift Supervisor Michael J. Suedkamp. At 1:40 p.m., Kiosk #1 was closed and left to remain in service for patrons to use.
  - d. On October 28, 2025, at 10:50 a.m., unsecured coin was collected and Kiosk #1 was still allowed to remain in service.
14. Cpl. Lawler's investigation revealed that the Casino knowingly operated redemption kiosks that were not giving patrons the correct coin caused by new switchboards placed in them. Patron complaints were received and unsecured coin was witnessed by numerous employees and yet the kiosks were allowed to remain in service. Temporary repairs were attempted but were unsuccessful and the kiosks remained in operation until Cpl. Lawler had the kiosks placed out of service. The Casino failed to act and the Missouri Gaming Commission was never notified of any incident at any time.

#### **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:

\* \* \*

(2) Failing to comply with any rule, order or ruling of the commission or its agents pertaining to gaming[.]

17. Title 11 CSR 45-9.060 states, in pertinent part, as follows:

(2) Failure to comply with the provisions of this chapter is an unsuitable method of operation.

\* \* \*

(4) Violations of the Class B licensee's internal control system by the Class A or Class B licensee or an agent or employee of the Class A or Class B licensee shall be *prima facie* evidence of unsuitable conduct for which the Class A or Class B licensee and/or its agents or employees may be subject to discipline pursuant to section 313.805(6), RSMo and 11 CSR 45-1 et seq., as amended from time-to-time.

18. Section 313.817, RSMo, states, in pertinent part, as follows:

3. Wagering shall not be conducted with money or other negotiable currency. The licensee shall exchange the money or credit instrument of each wagerer for electronic or physical tokens, chips, or other forms of credit to be wagered on the gambling games. The licensee shall exchange the tokens, chips, or other forms of wagering credit for money at the request of the wagerer.

19. Title 11 CSR 45-5.053 states, in pertinent part, as follows:

(2) It is the policy of the commission to require that all excursion gambling boats and gaming conducted on excursion gambling boats be operated in a manner suitable to protect the public health, safety, morals, good order, and general welfare of Missouri. Responsibility for the employment and maintenance of suitable methods of operation rests with the holder of a operator's license and willful or persistent use or toleration of methods of operation deemed unsuitable will constitute grounds for disciplinary action, up to and including license revocation.

(3) The holder of a Class A or B license is expressly prohibited from the following activities:

\* \* \*

(I) Failing to conduct gaming operations in accordance with proper standards of custom, decorum, and decency; or to permit any type of conduct on the excursion gambling boat which reflects negatively on the repute of the state of Missouri or acts as a detriment to the gaming industry;

20. Title 11 CSR 45-10.030 states, in pertinent part, as follows:

(1) Licensees shall promptly report to the commission any facts which the licensee has reasonable grounds to believe indicate a violation of law (other than minor traffic violations), minimum internal control standard requirements or commission rule committed by licensees, their employees or others, including, without limitation, the performance of licensed activities different from those permitted under their license.

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(4) Licensees shall take reasonable actions to safeguard from loss all tokens, tickets, chips, checks, funds, and other gaming assets.

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

1.06 Class B Licensees shall provide all employees with training regarding the Missouri Riverboat Gambling Act, Missouri Gaming Commission Rules and Regulations, Missouri Gaming Commission Minimum Internal Control Standards, the Class B Licensee's Internal Control System and procedures in a brief outline or general description. Each employer shall ensure that employees, prior to performing the functions and duties of their jobs, are adequately trained as to the applicable statutes, regulations and internal controls that apply to their specific job functions. The Class B Licensee shall maintain a record of all mandatory training. A current copy of the Class B Licensee's entire Internal Control System shall be readily accessible to all employees.

22. The Commission's MICS, Chapter E states, in pertinent part, as follows:

12.08 Each ticket presented by a patron shall be redeemed for currency, a check issued by the Class B licensee, credits on a participating EGD, value chips, or combination thereof in the amount of the ticket being redeemed. The Class B licensee may allow a patron to choose to donate the coin portion of a ticket at a redemption kiosk, instead of

receiving the change. Donations shall only be made to any organization recognized as charitable or religious, pursuant to federal law.

\* \* \*

13.12 The Class B licensee shall include in the ICS the procedures to be followed when—

(A) A redemption kiosk malfunctions; and

(B) A jackpot kiosk malfunctions.

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

1.06 ACSC shall provide all employees with training regarding the Missouri Riverboat Gambling Act, Missouri Gaming Commission Rules and Regulations, Missouri Gaming Commission Minimum Internal Control Standards, ACSC's Internal Control System and procedures in a brief outline or general description. Each employer shall ensure that employees, prior to performing the functions and duties of their jobs, are adequately trained as to the applicable statutes, regulations and internal controls that apply to their specific job functions. ACSC shall maintain a record of all mandatory training. A current copy of ACSC's entire Internal Control System shall be readily accessible to all employees.

24. The Casino's ICS, Chapter E states, in pertinent part, as follows:

12.08 Each ticket presented by a patron shall be redeemed for currency, a check issued by ACSC, credits on a participating EGD, value chips, or combination thereof in the amount of the ticket being redeemed. ACSC will allow a patron to choose to donate the coin portion of a ticket at a redemption kiosk, instead of receiving the change. Donations shall only be made to any organization recognized as charitable or religious, pursuant to federal law.

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13.12 ACSC shall include in the ICS the procedures to be followed when-

(A) In the event that a redemption kiosk does not complete the payment on a transaction, a Slot Service Specialist can verify the incomplete dispense and pay the guest the outstanding balance. Prior to payment to the guest, the following steps must be completed:

1. The incomplete dispense will be identified through the Back Office program or by inserting their service card into the kiosk.

2. A Kiosk Incomplete Dispense Voucher (R-100.31) will be completed and the following signatures will be obtained; Guest, Slot Service Specialist and a verifier.
3. The Slot Service Specialist will pay the guest from their wallet.
4. At the end of the Slot Service Specialist's shift, they will sell the Kiosk Incomplete Dispense Voucher (R-100.31) to the Main Bank.

All incomplete dispense vouchers will be recorded on the main bank accountability. Any individual incomplete dispense paid or retrieved by the Slot Service Specialist will not exceed \$100.

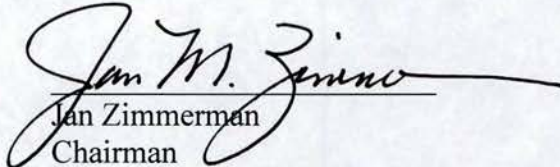
When a redemption kiosk malfunctions, the Main Cashier along with a security officer sign out the keys and report to the kiosk. If the amount owed as reported by the guest matches what the redemption kiosk shows the guest is owed, the guest is paid what they are owed and the kiosk is put back in service. If the amounts do not match or the redemption kiosk lost communication and the amount owed cannot be verified at the kiosk, an investigation is initiated. The investigation process includes reviewing the reports in Back Office, reviewing the TITO ticket in the Bill Validator, and/or checking the redemption kiosk for bills that may have become jammed in the process of paying the guest. If required to validate the transaction, surveillance may be contacted to determine if they can verify what the guest is owed. If the amount owed to the guest can be verified, the guest is paid and the redemption kiosk is put back in service. If the amount owed to the guest cannot be verified, the guest's contact information is obtained and the redemption kiosk is reconciled within 24 hours to determine if it is over by the amount the guest stated they were shorted. If the redemption kiosk reconciliation verifies the patron is owed funds, the funds are placed in safekeeping or paid to the guest if they are still on property. If the redemption kiosk balances when reconciled, the guest is contacted and told that the redemption kiosk balanced.

## **VIOLATIONS**

25. The acts or omissions of employees or agents of the Casino, as described above, involve the failure to issue money to patrons who used self-service kiosks. These failures are injurious to the public health, safety, morals, good order and general welfare of the people of the State of Missouri and discredits the Missouri gaming industry and the State of Missouri in that the Casino's actions violate section 313.817, RSMo, 11 CSR 45-5.053(2) and (3)(I), 11 CSR 45-10.030(1) and (4), the Commission's MICS and the Casino's ICS, Chapter A, Section 1.06, and Chapter E, Sections 12.08 and 13.12.
26. Ameristar Casino St. Charles, LLC is therefore subject to discipline for such violations pursuant to sections 313.805 and 313.812.14(2), RSMo, and 11 CSR 45-9.060(2) and (4).

### **PENALTY PROPOSED**

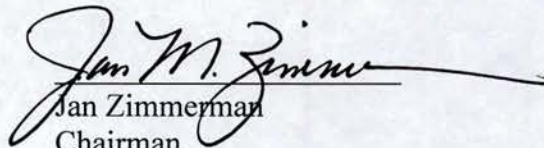
27. Under section 313.805, RSMo, the Commission has the power to assess any appropriate administrative penalty against Ameristar Casino St. Charles, LLC as the holder of a Class B license.
28. THEREFORE, it is proposed that the Commission fine Ameristar Casino St. Charles, LLC the amount of ten thousand dollars (\$10,000.00) for the violations set forth herein.

  
Jan Zimmerman  
Chairman  
Missouri Gaming Commission

### **CERTIFICATE OF SERVICE**

The undersigned hereby certifies that she caused a true and correct copy of the foregoing to be mailed, postage prepaid, this 25<sup>th</sup> day of June, 2026, to:

Mr. Douglas Lang  
General Manager  
Ameristar Casino St. Charles  
1 Ameristar Blvd.  
St. Charles, MO 63301

  
Jan Zimmerman  
Chairman  
Missouri Gaming Commission