

ebet

Welcome to the e.volution

Evolve is the next generation hardware interface for Electronic Gaming Machines (EGMs), featuring a tap-to-connect Gaming Display Unit. It delivers a modern, visually engaging experience designed to elevate player interaction and venue branding.



Newsletter • Spring 2025 • ebetsystems.com.au

01

EVOLVE
A giant leap forward in player engagement.
Page 3.

02

AGE WRAP UP
biggest and best
Our yet!
Page 2

03

AML/CTF
The Wake-Up Call for Clubs and Pubs.
7

AGE 2025 Our Biggest and Best Yet

Thanks for being part of it!

We want to say a massive thank you to everyone who visited the Ebet stand at AGE 2025 and helped make it our most successful show ever.

You came. You saw. You tapped in, and you helped us celebrate the launch of Evolve.

You also took part in the seminars and Expert Chat sessions to discuss the main issue on everyone's lips. i.e. the tightening AML/CTF regulations and the strategies and tools available to navigate those changes now and into the future.

We're proud to say that once again Ebet is at the forefront of this innovation.



Evolve paves the way for Player Engagement



After two years of engineering and innovation, Ebet has unveiled Evolve, the game-changing platform that redefines how players and gaming machines connect.

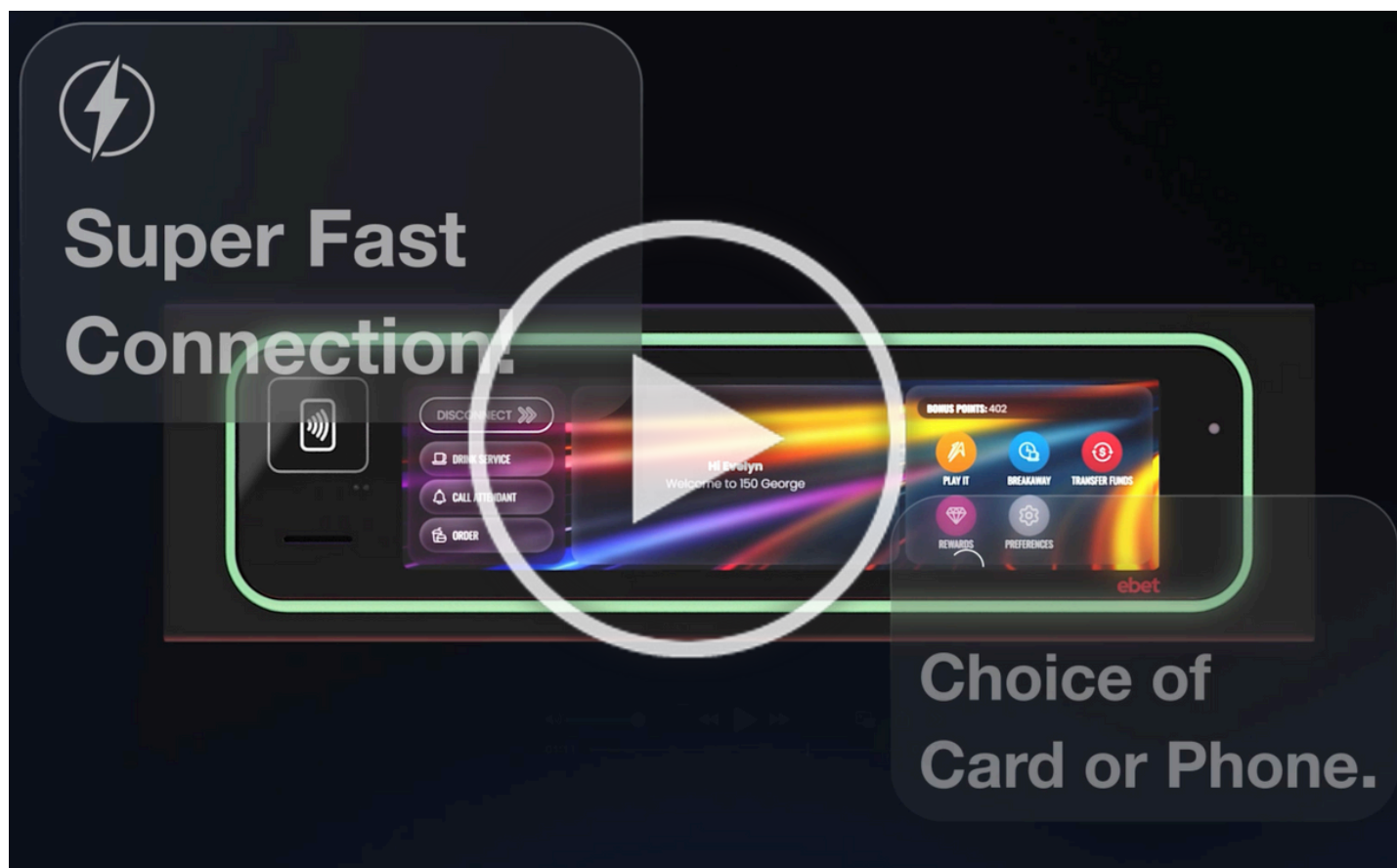
Launched at AGE 2025 to overwhelming interest, Evolve isn't just a hardware refresh. It's a high-speed data platform built for performance, adaptability, and ease of use. It delivers a complete player engagement package, right at the machine. With its lightning-fast, contactless interface, Evolve works seamlessly with both physical and digital cards, streamlining the player experience while giving venues greater control and flexibility. And with digital wallet capability, it means no app is required.

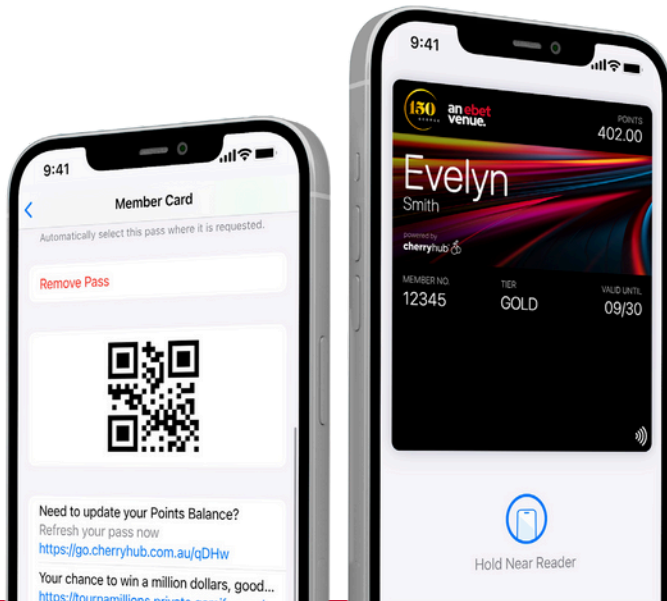
Built on a modern hybrid infrastructure (on-premise and cloud-based), Evolve meets today's operational demands

while preparing venues for tomorrow. The platform supports modular feature expansion, regulatory adaptability, and real-time connectivity across systems.

"Evolve was engineered from the ground up to be fast, scalable and future-ready," says Frank Makryllos, Ebet CEO. "It's not just about speed, although it is fast, but about creating smarter, more seamless experiences for players and operators alike."

To learn more about Evolve or schedule a full demonstration, please [contact sales@ebet.com.au](mailto:sales@ebet.com.au).





Joinit : The Digital Key to Your Member Journey

If Evolve is redefining how players and machines connect, then Joinit is the vital first step in every member's digital journey. Unlike other solutions, Joinit is the only digital membership card that doesn't require an app. It sits neatly in a member's existing mobile wallet, right alongside their bank cards, loyalty programs, and travel passes, making it frictionless, fast, and familiar.

For venues, the benefits go far beyond convenience. With Joinit, digital membership cards can:

- **POS & Gaming System Integration:** Works seamlessly with third-party Platforms through APIs, ensuring secure and authorised connections.
- **Member Rewards & Notifications:** Displays member tiers, rewards points, personalised greetings, and real-time notifications.

- **Custom Features:** The back of the card includes direct links to club websites, contact details, Google Maps for easy venue navigation, and even third-party connections like restaurant reservations.
- **And now,** through Evolve, members can enjoy tap-to-connect with the gaming machine for a truly seamless customer experience, all through the one digital card.

The appeal of Joinit is clear: instant sign-up, seamless access right across the venue, and ultimate convenience, especially when stored in a mobile wallet.

Joinit isn't just a card, it's the cornerstone of a connected, confident, digital-first club experience.

Contact the Ebet Sales team today to learn more about how Joinit can work for your venue.

Victoria Launches Mandatory Account-Based Play

The Victorian Government's Mandatory Account-Based Play Trial will run from 1 October to 30 November 2025 across selected venues in the City of Monash, City of Greater Dandenong and the City of Ballarat.

The trial requires players to use a YourPlay card when playing electronic gaming machines, with pre-set time and loss limits in place. YourPlay, the Victorian Government's pre-commitment

scheme, has been operating since 2015, previously on a voluntary basis.

Ebet was part of the loyalty providers advisory group in the preparation for the trial. They will be supporting eight venues across each of the three LGAs, assisting with system preparation, peripheral equipment, and on-the-ground support throughout the trial period.

Help Is Just A Click Away

Most venues are well aware that the Ebet Customer Portal allows you to log and track incidents, order replacement parts, access accounts and provide feedback.

But do you know it is also a valuable training portal too? There are now over 600 Knowledge Base Documents available online to provide step-by-step advice for all your Ebet products and systems.

New Additions to the Portal Make it even more helpful

You can now also access the Ebet Academy Training Videos via the Customer Portal to enhance your knowledge and effective use of the Ebet Operating System, Metropolis. Whether you missed the original webinar or want to watch it again, access to all the in-depth Academy content is now at your fingertips. You'll find videos like:

- Metropolis Machine Maintenance for NSW
- Metropolis Machine Maintenance for VIC – Session 1: How to Set up a Deployment & Session 2 – How to Process and Edit a Deployment
- Metropolis Promotions for Kiosk
- Engage for Metropolis Kiosk
- Metropolis Vault: An Overview (Basic) and
- Metropolis Vault Reconciliation

And there is new Ebet Academy content being added all the time.

Don't forget to take some time to meet Ebetty, Ebet's newest support assistant, who is on call to answer any questions you have. Designed to get you the answers to simple questions from our knowledge base, but faster and easier than having to search the site yourself, Ebetty will be joining us in October. If escalation is required, Ebetty can also submit a Support Ticket and even provide live messaging with a Support Team Member.



An Outstanding Resource

What Customers Say About the Ebet Portal

The Ebet Customer Portal has been an outstanding resource for our team. Its knowledge base is clear, detailed, and easy to navigate, helping us gain a deeper understanding of Metropolis and unlock its full potential.

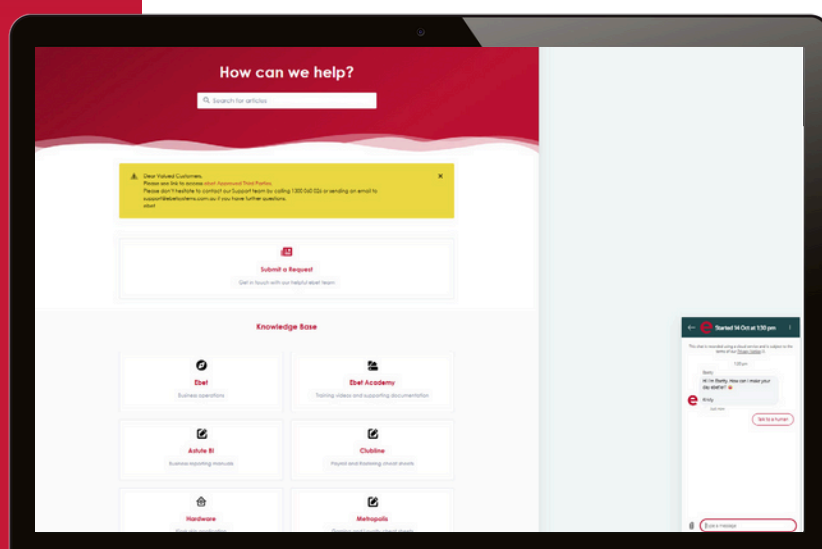
We regularly rely on the portal for step-by-step guides that empower us to troubleshoot and train independently. This has significantly improved the efficiency of our day-to-day operations.

Equally valuable is the ongoing support from the Ebet team. They're consistently responsive and incredibly helpful—often going the extra mile to create customised guides tailored to our venue's needs. This personalised support has been instrumental in training our staff and boosting their confidence and system knowledge.

Having both the portal and the support team behind us has made a real difference, and we truly appreciate the partnership.

Kristy Job

Gaming Operations Manager, Twin Towns



Teamwork in Action

CoomaEx-Services
Club Goes Livewith
Ebet Pathway



Farewell & Happy Retirement, Steve!

Please join us in wishing Steve a long, happy, and adventure-filled retirement.

Ebet Insights 2026
Save The Date

Ebet's popular Insights Sessions, focusing on the current industry trends, topics and innovations, will be taking place again in 2026. Don't forget to save the date, with more detailed information to come in the new year.

Thursday 26th Feb | Sydney

Thursday 19th Feb | Melbourne

AML/CTF Compliance: The Wake-Up Call for Clubs and Pubs

AUSTRAC has put Clubs and Pubs on notice. After cracking down on Crown, The Star, SkyCity Adelaide, and betting giant Entain, the regulator has now launched proceedings against some large NSW club operators. It is a clear signal that enforcement is no longer just for the big end of town.

At the recent AGE, Ebet CEO Frank Makryllis hosted a discussion forum on AML/CTF featuring an expert panel that included BNDRY Chairman Tim Phillipps, Lachlan Gepp from Addisons Lawyers and Leagues Clubs Australia CEO, Don Hammond. Their message was clear: doing nothing is not an option.

While AUSTRAC doesn't expect venues to transform overnight, it does expect movement in the right direction. Even small steps count, as long as they're deliberate, measurable, and documented. Venues need to accept that compliance will come with a financial cost; therefore, strategic planning and maximising your business opportunities are going to be more important than ever.

The expert panel offered the following practical steps on where to start with getting your business AML/CTF compliance ready:

1. Conduct a Risk Assessment

AUSTRAC will expect every venue to start with a clear, easy-to-understand risk assessment. This should cover:

- Who is in your club (membership and visitor demographics)
- Where your patrons come from (geographical data)
- The types of activities your venue undertakes

- Number of EGMs you operate
- The proportion of business that is cash-based
- The percentage of carded play

Make sure you use your data to uncover the real risks. Don't just assume you know. If you manage multiple venues, do this separately for each one e.g. a large venue in South Western Sydney will face very different risks compared to a small regional club.

2. Involve Your Board

This is a top-down regime. Your Board of Directors is accountable and must lead compliance. Directors should:

- Decide on your club's position (risk-averse vs. risk-balanced for commercial purposes)
- Be able to explain key aspects of your AML/CTF program if asked
- Set the tone by ensuring compliance is integrated into governance and culture

3. Develop Tailored Policies & Procedures

From your risk assessment, build policies and procedures that reflect the realities of each venue. One-size-fits-all documents won't cut it.

4. Get Expert Support

AML/CTF compliance is complex and evolving. If you need external advice, get it, and get it early.

The Bottom Line

Compliance is not optional, and AUSTRAC has made it clear that enforcement in the club sector has begun. By starting now with a risk assessment, board engagement, and tailored procedures, you put your club on the front foot, protecting your members, your business, and your licence to operate.

Ebet is working hard to help venues meet their compliance obligations. To find out more to contact sales@ebet.com.au.

ebet.
smarter.
faster.
future.

1300060026
hello@ebetsystems.com.au
ebetsystems.com.au

EBET SUPPORT HELPDESK

Ebet's Support team of technical specialists are standing by to answer your questions and help you solve problems.

CONTACT 1300 060 026

Hours of Operation:
Monday–Friday 8am–7pm
Saturday–Sunday 8am–4pm