

Lloyd, Linda (PGCB)

From: lynsekie@ptd.net
Sent: Friday, April 4, 2025 4:34 PM
To: GB, Board Clerk
Subject: [External] PA Gaming Control Board | License Renewal for Hollywood Casino Morgantown, PA

Importance: High

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Lynn C. Cronomiz
100 Frantz Ct.
Morgantown, PA 19543

Attention: Doug Harbach or Richard McGarvey
PA Gaming Control Board
303 Walnut Street
5th Fl. Commonwealth Tower
Harrisburg, PA 17101

April 4, 2025

RE: License Renewal for Hollywood Casino Morgantown, PA

To The PA Gaming Control Board:

I was out of town on the evening of this hearing at the Caernarvon Township Building in Morgantown, PA 19543, for the License Renewal of the Morgantown Casino. I understand that there will be a second hearing in Harrisburg. I would like to have my comments entered into the record on behalf of the Hollywood Casino in Morgantown. Since 2021, when the Casino opened, I have found them to be an exemplary business. The parking lots are well maintained and a security vehicle is found patrolling it's parking lot. I live about five miles north on Route 10.

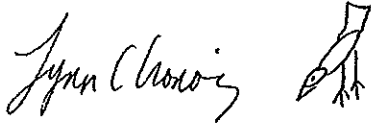
I frequent this establishment with friends and often take out of town guests for a night out. The slot machines are well maintained and the food is good. The staff is very attentive and I feel safe with the security staff. They have great bands on the weekends which makes it a treat to hear them.

The Morgantown Casino is also very conscious of the surrounding community. I am a volunteer advocate for the Alzheimer's Association. Since 2022 I have participated in The Longest Day, a spring fundraiser for the Alzheimer's Association. The first year I held an event called Do Si Do Away Alzheimer's Disease which was a square dance at the Holiday Inn across the street. The Casino made a donation to the event and allowed us to have an after party in their facility. In 2023, 2024 and now 2025 we will hold a 5K Race called Paint The Town Purple 5K Run. The Casino has been our major corporate sponsor donating \$1000 to the event. They also became a sponsor of the Berks Walk to End Alzheimer's Disease this past fall.

I understand people complain about the criminal activity. I can tell you I have witnessed none of this activity. I also subscribe to the Savy Citizen app which alerts our community about criminal activity in our community. I have seen nothing on the app regarding specific criminal activity at the Casino.

Based on my experience, the License Renewal for the Hollywood Casino, should be granted. As a positive contributor to our community, I would hate to see the Hollywood Casino Morgantown, leave our community.

Sincerely,

A handwritten signature in cursive script that reads "Lynn Cronomiz". To the right of the signature is a small, simple line drawing of a person standing with arms slightly out to the sides.

Lynn Cronomiz
lynsekie@ptd.net



Twin Valley Fire Department

P.O. Box 181

Elverson, PA 19520

Ph.: 610-286-TVFD Fax: 610-286-1009

To whom it may concern,

April 2, 2025

I am the Fire Chief for the Twin Valley Fire Department, and we have a very good working relationship with Hollywood Casino Morgantown. Over the past 4 years they have been a major sponsor for our BBQ competition and have supported us with a giving box at the entrances. They have offered personnel if needed to help out with any event that we have. The Fire Department has performed fire extinguisher training for employees. In all the Casino has been very community friendly with the Fire Department.

Tom Hornberger

Fire Chief

Twin Valley Fire Department

Serving with pride... three counties wide.

Ernst MUST
842 Twin Co Rd,
Morgantown Pa
19543

Feb. 10, 25

Dear Sirs, & BOARD CLERK

I am requesting to NOT RENEW the
Morgantown Hollywood Casino Gambling Licenses!
All of them! Shut the Filthy Gambling Dump
Down! Please!! It is a disgrace to our
Neighborhood & Community!

Sincerely

Ernst Must

Lloyd, Linda (PGCB)

From: gamewizard52000@yahoo.com
Sent: Tuesday, April 1, 2025 6:15 AM
To: GB, Board Clerk
Subject: [External] further written testimony against Mountainview Thoroughbred Racing Association

ATTENTION: This email message is from an external sender. Do not open links or attachments from unknown senders. To report suspicious email, use the [Report Phishing button in Outlook](#).

The following is a statement in opposition to the recertification of Mountainview Thoroughbred Racing Association, LLC, operator of Hollywood Casino in Morgantown. I am in opposition of the renewal of the license. The casino is partnered with ESPNBET.com and HollywoodCasino.com, formerly known as Barstool. The I gaming accepts deposits on the Hollywood Casino Morgantown property. Their I gaming has a history of telling me and others that they have self excluded themselves, when they have not. Penn Entertainment is operating sportsbooks on their properties, including Hollywood Casino Morgantown, that accept deposits used for I gaming, and has a history of withholding funds for days or even weeks from me, under the false pretense that I have self excluded. It is the responsibility of a casino corporation to identify self excluded individuals by their correct profile

information and social security number. The company has a history of neglecting to do so, and therefore their certification should be suspended or terminated by the Pennsylvania Gaming Control Board. Barstool Sportsbook online, now known as ESPNBET and associated with Hollywood Casino Morgantown, incorrectly informed me of a property self exclusion twice once from May 14th, 2021 and the other July 14th, 2023. Pennsylvania Gaming Control Board investigators Thomas Wascura and Christopher Farris conducted investigations into subsidiaries of Hollywood Casino falsely stating to me that I self excluded at a Hollywood Casino property, and it was deemed the company mixed my identity up with someone else's. Furthermore, Hollywood Casino Morgantown when attempting to handle the impacts of the situation in 2025 failed, and I was evicted from the Grantville property by security on March 27, 2025.

On May 14th, 2021 Jason K. from Barstool I gaming stated "Thanks I see that your account has been locked due to you having self excluded from one of our casinos. Once you self exclude from one of our properties, you will be excluded from all properties." I replied "No I haven't self

excluded. There appears to be a mistake." On May 14th, 2021 Patrick from Barstool Sportsbook stated "Apologies about this. I am seeing that the previous agents that you have chatted with have escalated this to our risk team for review.

Unfortunately, we do not have an update on this currently, but for these exclusions the ultimate decision is made by your state's gaming control board. Until they are able to lift the ban, we unfortunately are unable to do anything

further." On May 24th 2021, Kayleigh stated "Penn National Gaming as a whole oversees the sportsbook and these locks." On July 14th, 2023 Matt K. from Barstool sportsbook stated

"Unfortunately someone with the same name or close to the same name who has the same birthday is excluded and our system may have locked your account in error. I will escalate this to our compliance team, who reviews these potential errant locks every few days and will remove the lock after they complete their review."

Robert L. Schaffer Jr.

date of birth 8-25-1978

329 Timber Ridge Road Morgantown, PA 19543

Lloyd, Linda (PGCB)

From: gamewizard52000@yahoo.com
Sent: Tuesday, April 1, 2025 4:58 AM
To: GB, Board Clerk
Subject: [External] Opposition to certification of Mountainview Thoroughbred Racing Association and Hollywood Casino Morgantown
Attachments: FROMMAY14th2021.jpg; 2023.jpg

***ATTENTION:** This email message is from an external sender. Do not open links or attachments from unknown senders. To report suspicious email, use the [Report Phishing button in Outlook](#).*

Final revision to original document sent; use this one, not the original two:

The following is a written statement in opposition to the recertification of Mountainview Thoroughbred Racing Association, LLC, operator of Hollywood Casino in Morgantown. I am in opposition of the renewal of the license. The casino is partnered with ESPNBET.com and HollywoodCasino.com, formerly known as Barstool. The I gaming accepts deposits on the Hollywood Casino Morgantown property. Their I gaming has a history of telling me and others that they have self excluded themselves, when they have not. Penn Entertainment is operating sportsbooks on their properties, including Hollywood Casino Morgantown, that accept deposits used for I gaming, and has a history of withholding funds for days or even weeks from

me, under the false pretense that I have self excluded. It is the responsibility of a casino corporation to identify self excluded individuals by their correct profile information and social security number. The company has a history of neglecting to do so, and therefore their certification should be suspended or terminated by the Pennsylvania Gaming Control Board. Two screenshots will be attached of the mistaken self exclusions issued by them with reference to a property exclusion; one from May 14th 2021 and the other July 14th, 2023. Pennsylvania Gaming Control Board investigators Thomas Wascura and Christopher Farris conducted investigations into subsidiaries of Hollywood Casino falsely stating to me that I self excluded at a Hollywood Casino property. Furthermore, Hollywood Casino Morgantown when attempting to handle the impacts of the situation in February and March 2025 failed, and I was evicted from the Grantville property by security on March 27, 2025. My profile is Robert L. Schaffer Jr.; address 329 Timber Ridge Road Morgantown, PA 19543; birthdate 8-25-1978

Kind regards,

Robert L. Schaffer Jr.

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Advanced Q

Chat started on 14 May 2021, 12:30 AM (GMT+0)

- (12:30:07) *** Robert L. Schaffer Jr. joined the chat ***
- (12:30:07) Robert L. Schaffer Jr.: live chat
- (12:30:09) Barstool Sportsbook & Casino: Welcome to Barstool Sportsbook & Casino Live Chat support. A Player Experience Specialist will be right with you.
- (12:30:10) *** Jason K joined the chat ***
- (12:30:15) Robert L. Schaffer Jr.: Good evening! Hope all is well!
- (12:30:17) Jason K: Hey Robert L. Schaffer Jr., Jason K from Barstool Sportsbook here. Would you mind if I grabbed your username and date of birth?
- (12:30:39) Robert L. Schaffer Jr.: Yes my username is Touchdown2525 8-25-1978 gamewizard52000@yahoo.com
- (12:30:53) Jason K: Thanks, how can I help you today?
- (12:31:06) Robert L. Schaffer Jr.: Yes I will give you a screenshot it says my account is locked
- (12:31:26) Robert L. Schaffer Jr.: Visitor uploaded: BARSTOOL5-13.jpg URL: https://v2uploads.zopim.io/n/z/4/nz4mZAgpRZir2hROoFvN5ueOdBlhQTto8f0db448c3b562ad8f25bb6a969856918c9af0d.jpg Type: image/jpeg Size: 196146
- (12:32:51) Jason K: Thanks. I see that your account has been locked due to the you having self excluded from one of our casinos. Once you self exclude from one of our properties, you will be excluded from all properties.
- (12:33:05) Robert L. Schaffer Jr.: No I havent self excluded
- (12:33:24) Robert L. Schaffer Jr.: there appears to be a mistake
- (12:34:07) Jason K: I reached out to our risk team for further information.
- (12:34:25) Robert L. Schaffer Jr.: Is that what it says self excluded?
- (12:35:00) Robert L. Schaffer Jr.: I haven't even been on a Hollywood property for 2 years due to covid
- (12:35:02) Jason K: Unfortunately yes, I will reach out and see if there is any further information I can give.
- (12:35:18) Robert L. Schaffer Jr.: Yes please do. When should I get back to you
- (12:35:44) Robert L. Schaffer Jr.: I can guarantee you that I did not self exclude
- (12:35:54) Jason K: Our risk team should send you an email once they review this for you.
- (12:36:03) Robert L. Schaffer Jr.: In fact the casino is being built right here in Morgantown
- (12:36:09) Robert L. Schaffer Jr.: I have other questions.
- (12:36:18) Robert L. Schaffer Jr.: I just deposited 300 dollars what am I to do with that
- (12:36:41) Jason K: If your account is closed, we will reach out about the funds once we know more.
- (12:37:02) Robert L. Schaffer Jr.: But it specifically says I self excluded myself correct?
- (12:37:31) Robert L. Schaffer Jr.: I need to make sure someone wasnt in my account

A.jpg

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Chat started on 14 Jul 2023, 10:42 PM (GMT+0)

(10:42:55) *** Robert L. Schaffer Jr. joined the chat ***

(10:42:55) Robert L. Schaffer Jr.
live chat

(10:55:50) Robert L. Schaffer Jr.
Good evening! Hope all is well! Info is Robert L. Schaffer Jr. gamewizard52000@yahoo.com 8-25-1978 member ID touchdown2525

(10:56:21) *** Matt K. joined the chat ***

(10:56:30) Robert L. Schaffer Jr.
Good evening! Hope all is well! Info is Robert L. Schaffer Jr. gamewizard52000@yahoo.com 8-25-1978 member ID touchdown2525

(10:56:35) Matt K.
Hey Robert L. Schaffer Jr., Matt K. from Barstool Sportsbook here and happy to assist with your inquiry today. For account verification, mind confirming your email address and date of birth for me?

(10:56:40) Matt K.
Okay great. I have your account pulled up now. How may I help you today?

(10:56:52) Robert L. Schaffer Jr.
I have a screenshot to help assist.

(10:57:02) Robert L. Schaffer Jr.
Visitor uploaded: ACCOUNT7-14.jpg
URL: https://penn-interactive.zendesk.com/attachments/token/hIJZsUqjjqQV8K7E00zw5QYI/?name=ACCOUNT7-14.jpg
Type: image/jpeg
Size: 159915

(10:57:12) Matt K.
Well it's disappointing to hear that you're experiencing this issue, but we do appreciate you giving us the opportunity to resolve it.

(10:57:29) Robert L. Schaffer Jr.
When it switched from the old website to the new one I am receiving this message.

(10:57:49) Robert L. Schaffer Jr.
Does it say why this account is suspended?

(10:57:53) Matt K.
Unfortunately someone with the same name or close to the same name who has the same birthday is excluded and our system may have locked your account in error. I will escalate this to our compliance team, who reviews these potential errant locks every few days and will remove the lock after they complete their review.

(10:58:07) Robert L. Schaffer Jr.
give me a ticket for the gaming board

(10:58:11) Robert L. Schaffer Jr.
this is the 2nd time this happened

(10:58:59) Robert L. Schaffer Jr.

yahoo!+ finance

What's a buy today

Get expert stock built on data

Try 14 days free

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A

transcript for supervisor meeting 4-2-2025

From: gamewizard52000@yahoo.com (gamewizard52000@yahoo.com)

To: gamewizard52000@yahoo.com

Date: Tuesday, April 1, 2025 at 01:58 PM EDT

official petition against recertification of Hollywood Casino Morgantown, 3 pages, Labeled A BC

The following is a statement in opposition to the recertification of Mountainview Thoroughbred Racing Association, LLC, operator of Hollywood Casino in Morgantown. I am in opposition of the renewal of the license. The casino is partnered with ESPNBET.com and HollywoodCasino.com, formerly known as Barstool. The I gaming accepts deposits on the Hollywood Casino Morgantown property. EPSNBET accepted wagers for games with illegal rule sets not authorized by the Pennsylvania Gaming Control Board, including Phillies All Bets Blackjack Live on September 20th 2024, and infinite blackjack on December 14th 2024. These cases were investigated by PGCB investigators Mike Donati and Hollywood Casino Morgantown site supervisor Wayne Fritzinger, respectively. On 9/20/2024 PGCB Surrender Clause 633a.9 was violated. Also Zendesk was altered by ESPNBET in January and February of 2025, and the case was investigated by PGCB investigator Christopher Farris. Their I gaming has a history of telling me and others that they have self excluded themselves, when they have not. Penn Entertainment is operating sportsbooks on their properties, including Hollywood Casino Morgantown, that accept deposits used for I gaming, and has a history of withholding funds for days

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or even weeks from me, under the false pretense that I have self excluded. It is the responsibility of a casino corporation to identify self excluded individuals by their correct profile information and social security number. The company has a history of neglecting to do so, and therefore their certification should be suspended or terminated by the Pennsylvania Gaming Control Board. Barstool Sportsbook online, now known as ESPNBET and associated with Hollywood Casino Morgantown, incorrectly informed me of a property self exclusion twice once from May 14th, 2021 and the other July 14th, 2023.

Pennsylvania Gaming Control Board investigators Thomas Wascura and Christopher Farris conducted investigations into subsidiaries of Hollywood Casino falsely stating to me that I self excluded at a Hollywood Casino property, and it was deemed the company mixed my identity up with someone else's.

Furthermore, Hollywood Casino Morgantown when attempting to handle the impacts of the situation in 2025 failed, and I was evicted from the Grantville property by security on March 27, 2025.

On May 14th, 2021 Jason K. from Barstool I gaming stated "Thanks I see that your account has been locked due to you having self excluded from one of our casinos. Once you self exclude from one of our properties, you will be excluded from all properties." I replied "No I haven't self excluded. There appears to be a mistake." On May 14th, 2021 Patrick from Barstool Sportsbook stated "Apologies about this. I am seeing that the

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previous agents that you have chatted with have escalated this to our risk team for review. Unfortunately, we do not have an update on this currently, but for these exclusions the ultimate decision is made by your state's gaming control board. Until they are able to lift the ban, we unfortunately are unable to do anything further." On May 24th 2021, Kayleigh stated "Penn National Gaming as a whole oversees the sportsbook and these locks." On July 14th, 2023 Matt K. from Barstool sportsbook stated "Unfortunately someone with the same name or close to the same name who has the same birthday is excluded and our system may have locked your account in error. I will escalate this to our compliance team, who reviews these potential errant locks every few days and will remove the lock after they complete their review."

Robert L. Schaffer Jr.

date of birth 8-25-1978

329 Timber Ridge Road Morgantown, PA 19543

An additional accusation of self exclusion occurred on 4-1-2025 and that is in this envelope and will show a pattern of behavior by Penn Entertainment and its affiliates spanning 2021 through 2025.

Robert L. 4-2-2025

case of self exclusion

From: gamewizard52000@yahoo.com (gamewizard52000@yahoo.com)

To: gamewizard52000@yahoo.com

Date: Tuesday, April 1, 2025 at 10:15 PM EDT

Penn Entertainment, affiliated with Penn National Grantville, has informed me that my account is marked as Self Excluded. This has repeatedly happened. I have been repeatedly told I self excluded and had my identity mixed up with someone else's. It happened in 2021 2023 2025, and possibly other times when my account was locked. The most recent incident between 9PM. and 9:45PM. on 4/1/2025 with Kaitlin H. from Penn Entertainment. She stated at some point between 9PM. and 9:45PM. "Thank you for your patience. I do see your account is currently review as a Self Exclusion has been set. I was able to escalate this for more clarity on this matter. Once reviewed you will be contacted via email."

A screenshot will be presented and I would like this incident and series of incidents reviewed by the PGCB and the Enforcement Council. Please have an investigator reach out by email.

Robert L. Schaffer Jr.

*copy of Gaming Control Board ticket
filed by me on 4-1-2025,
Robert L. Schaffer Jr.*

Archive

copy of self-exclusion notice 2021

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Ad re

pages/68657/AlskZCw19PoPZUHzAye09v5Y3?fullscreen=1

Q Search

12-14-2024

From: gamewizard52000@yahoo.com (gamewizard52000@yahoo.com)

To: gamewizard52000@yahoo.com

Date: Friday, February 21, 2025 at 08:46 PM EST

n Monday, January 13, 2025 at 12:39:00 PM EST, Fritzinger, Wayne (PGCB) <wfritzinge@pa.gov> wrote:

Good afternoon Mr. Schaffer,

I wanted to advise you that the investigation has been completed on the issue you brought to PGCB's attention regarding the auto stand with 17 on Infinite Blackjack.

Thank you for advising us on the issue and as I know you are aware the issue was corrected by Evolution. Thank you for you input and the matter is now considered closed.

Thanks,

Wayne J. Fritzinger

Site Supervisor – Morgantown Hollywood

Pennsylvania Gaming Control Board

Phone: 610-286-8288

Email: wfritzinge@pa.gov

*Copy of Pa. Gaming Control Board ruling
pertaining to infinite blackjack on 12-14-2024.*



March 27, 2025

Robert Schaffer
329 Timber Ridge Rd
Morgantown, PA 15543

The Executive Compliance Committee has decided to permanently evict you from our properties: Hollywood Casino at Penn National Race Course, Hollywood Casino York, and Hollywood Casino Morgantown. As such, you are not permitted to visit any part of our gaming facility, for any reason, at any time. If you receive any mailings from any property, please disregard them, as this is not an invitation to return to our facility.

If you fail to comply with any of the terms in this letter and return to any part of our gaming facility you may be subject to arrest for trespassing.

Sincerely,

The Executive Compliance Committee

JDN/AMH

*copy of eviction notice sent by
Hollywood Casino on 3-27-2025*

Jason Markle - Director of Marketing
Phone: 610-868-8299

copy of paper given to me by
marketing director Jason Markle Morgantown Casino
on ~~2~~ February 2025.
Phone number was not correct when I
dialed,

I was advised by Anne Grunski from
VIP Morgantown to have him handle the
situation.