

Chartwell Live Dealer FAQs

What are Live Dealer games?

Players place bets on a computer-generated (on-line) table and then watch via a live feed as professional dealers in a purpose-built studio determine the results of the game using real cards, a real roulette wheel, etc. The player can see the actual cards that were dealt by the dealer and then see the same results mirrored in the online interface and have their bets settled.

The Chartwell Games International (CGI) and HOGaming (HG) product offers a real casino look and feel from a studio. Our live gaming product offers:

- Highest video quality
- Widescreen video format
- Authentic tables and cards
- Modern and smooth player navigation. Based on recent advances in Actionscript, upgrades are planned that will make the games even lighter and smoother.

Who are the dealers?

The dealers are a mix of Asian and non-Asian (including Australian, American and European) staff. They have trained by the staff at the Grand Lisboa Casino in Macau. They are highly professional, for example, they stand as opposed to sit while dealing.

Where is the live casino located?

The studio is located in Manila in the Philippines.

It is streamed into Europe via 2 comms / IT hubs in London and Amsterdam.

What hours is the casino operational?

There are live dealer tables running 24/7.
What languages do the dealers speak?

Games are available in English, German, Italian, Spanish, French, Greek, Simplified and Traditional Chinese, Japanese, Korean, Vietnamese, and Thai.

How popular is this expected to be?

CGI and HG are highly confident that its product coming to market in Q1 2011 will perform better and will grow in distribution faster than existing live dealer products.

- Operators will be able to tap into the demand for live dealer products that is being spurred on by the steady rise in live betting and by the increased use of, and the quality of, streamed video content on the web.
- Live dealer games appeal to all customer socio-demographic profiles with serious action for VIPs and a significant entertainment factor for casual players.
- Live gaming is a proven method for increasing online casino revenues. It appeals to players who may be suspicious of RNG results, but the real appeal of these games is seeing and interacting with a real dealer, which isn't available in the RNG experience.
- Excellence in infrastructure provides industry-leading player experience.

The Games

What games are available?

- Blackjack
- Other Blackjack versions (including VIP)
- Roulette
- Other Roulette versions (including Auto (Speed) Roulette and VIP Roulette)
- Baccarat
- Other Baccarat versions (including VIP Baccarat)
- All versions of Dragon Tiger
- Sic Bo
- Casino Hold'em Poker (a single-player, heads up game played against the house) is in development

Players will see all betting limits and available dealers when they log in and therefore they can play with their choice of game type and game feel.

How do the Live Dealer games differ from traditional versions?

We offer authentic casino game play. Many other live dealer products do not deal Baccarat in the traditional casino way and they miss proper Baccarat trends and trend indicators. The Chartwell and HOGaming offering retains those authentic elements and stays true to the land-based experience. Our authentic roulette experience includes trend indicators, multiple table views, custom bets and the ability to see other players' activity – elements that are missing from some competitors' products.

Player Requirements

What are the minimum technical requirements for home users (minimum internet speed, computer specifications, etc)?

Live Dealer requires relatively modest player IT set-ups, operating well with Internet connection speeds as low as 400 kb/second and on computers with a RAM as low as 512 MB.

Do players need to download any software to play the Live Dealer games?

No, the interface is Flash-based and no download is required.

How does a player open an account to play the Live Dealer games?

Players will be able to use their existing accounts to access the Live Dealer games.

Does it work on Mac?

Yes.

Are there any additional licensing requirements?

The primary license under which the Live Dealer content will run will be retained by HG and CGI in the jurisdiction of Isle of Man.

Chartwell is a client of HOGaming, and HOGaming has an Isle of Man licence. All an existing Chartwell client will require is a licence in one of the approved jurisdictions: Malta, Alderney, UK, Isle of Man or Italy (or others as they come online). In some cases Chartwell may require a copy of this licence to provide to the Isle of Man regulatory body.

For additional information about Chartwell's Live Dealer, please contact our sales team: sales@chartwellgames.com