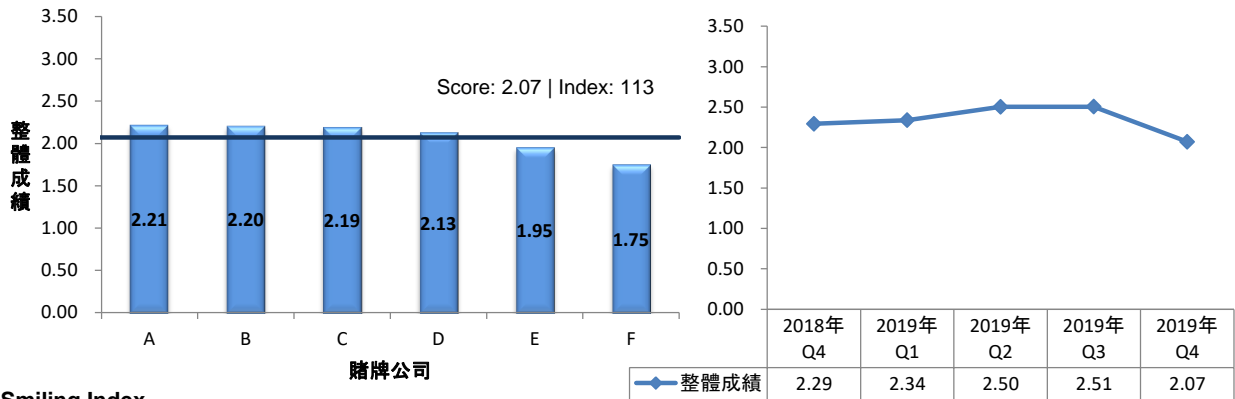


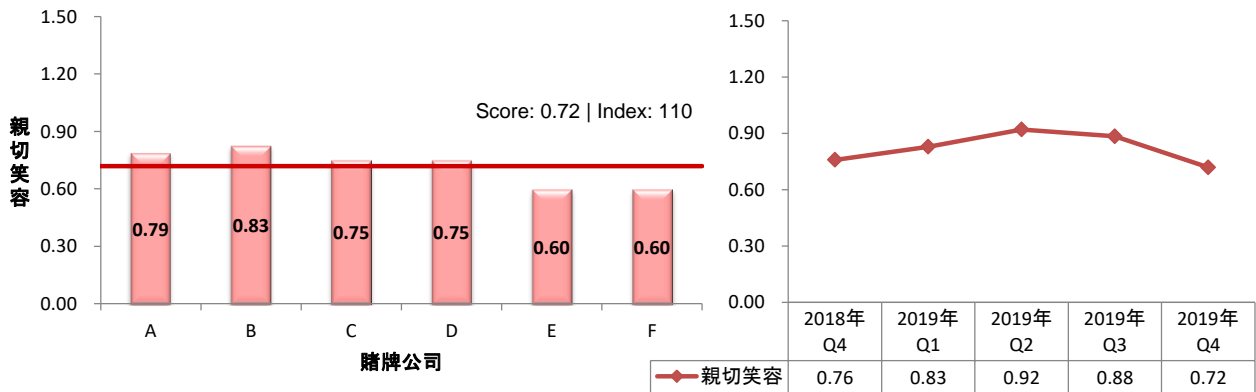
#### 1. Overall Gaming Service Index (GSI)

Overall gaming score for 2019 Quarter 4 is 2.07 out of 3.50, index of 113 (based year 2013 at 100)



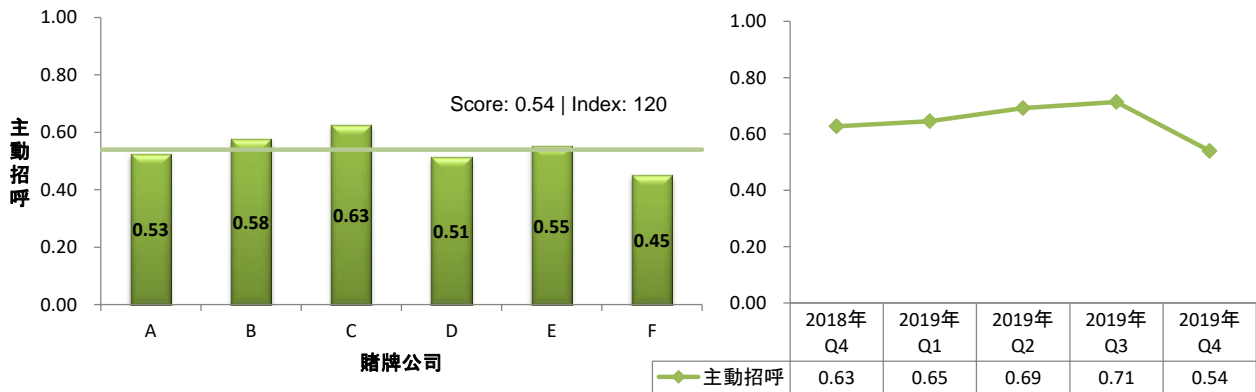
#### 2. Smiling Index

Smiling score for 2019 Quarter 4 is 0.72 out of 1.50, index of 110 (based year 2013 at 100)



#### 3. Proactiveness Index

Proactiveness score for 2019 Quarter 4 is 0.54 out of 1.00, index of 120 (based year 2013 at 100)



#### 4. Tolerance Index

Tolerance score for 2019 Quarter 4 is 0.81 out of 1.00, index of 112 (based year 2013 at 100)

