

Exhibit VIII.C.6.e
Additional Details

Submit as Exhibit VIII.C.6.e, any details of casino operation that the Applicant believes should be included in the evaluation of its operation.

Rush Street Gaming (“RSG”) has lived by a simple philosophy in operating its casinos: Happy team members and happy customers equal sustainable success. To ensure that everyone is focused on these goals RSG makes sure that management at all levels have their goals aligned with our line team members. For example, [REDACTED] of management bonus at both the property and corporate (Rush Street Gaming) level is based on non-financial factors such as customer service and team member satisfaction.

RSG regularly surveys customers asking them to score their experience and properties receive scores weekly. Team members and management earn bonuses based on quarter-over-quarter improvement in the scores. Additionally, RSG surveys team members every year (the Team Member Opinion Survey or TMOS) and property management is held accountable for driving continuous improvement in the score.

RSG knows from years of research and experience that higher customer satisfaction equates with higher revenues over the long run and the same is true for team member satisfaction. RSG has been able to establish leading and/or above fair share positions in each of its markets, despite competing against several competitors from much larger gaming companies that have larger marketing databases. As demonstrated above, RSG has been recognized for its achievements with numerous customer and team member-focused awards (e.g., best casino awards, best places to work) despite being relatively new entrants in each gaming market.