

Testimony

SB2384

Chairman Larson

Good afternoon, Chairman Larson and members of the Judiciary committee, my name is Rikki Iverson, Gaming Manager with Fraser, Ltd.

Thank you for your time today. I'm not in favor of this bill because it will potentially eliminate the exceptional customer service experience, support, and quality that we expect and receive from our state distributors. If manufacturers are allowed to sell, market, or distribute directly to licensed organizations the effect would be disastrous. The exceptional customer service we as charities, the bar/business owners we work with, and our managers experience now as the norm would end. We understand what the service techs provide and without that service our support and day-to-day gaming flow and function is going to epically fail. Machines are NOT fail proof and when they fail, they are incredible headaches for the sites/bars they are in, the charities they are earning dollars for, and the player standing in front of them. At this time, we can answer their questions, problem solve and troubleshoot solutions with quick calls to support techs in our local areas. Most of these techs are available to be onsite right away or within hours. We work with our distributors to dispatch them as they are needed.

If you make larger national, out of state entities capable of direct marketing to us, this amazing and responsive customer service, that frankly we expect, is no longer going to be the industry standard. The calm and easy atmosphere surrounding the machines will in all likelihood disappear. And as customers begin to experience dissatisfaction, as well as bar owners and managers, not to mention the charities that were promised the same service,

remember, this service has always, just been here. If it stops it will be so devastating, that there will be screaming from all levels, wondering who are we supposed to call. I can assure you that everyone will be calling. I also am sure that there is no one in this room that wants their number to be the one that's called. There will be consequences for all of us. It will be far reaching and I don't think you are anticipating the range that this action will have. These are more than smooth day-to-day operations you also must understand that these are jobs and careers of a significant number of North Dakotans.

My bottom line in speaking to you today is that this bill will result in long lists of complaints and concerns to whoever takes on the oversight of charitable gaming whether it continues to be the office of the Attorney General or another entity. So please consider this when you vote on this bill and vote no so we can all continue to experience smooth operations in the day-to-day running of our sites and benefit from the gaming industry.

This concludes my testimony.