



Gaming License Process Frequently Asked Questions

1. Q: When can I be scheduled for a gaming license appointment?

A: Once you have provided the Pre-employment Paperwork, Human Resources will send your information to the Tohono O’odham Gaming Office (TOGO). Once received, The Gaming Office will contact candidates via phone and follow up with an email to find out how they would like to receive their applications. Applications may be picked up in person or delivered Via GoAnywere. A Gaming Liscensing Investigator can go over the application requirements over the phone or in person. The Investigator will also schedule the New Hire Processing appointments during this meeting and candidates will be able to submit their applications and complete the Page 10 form. New Hire Processing appointments will occur on Mondays and Fridays and on the appointment date the application will be reviewed for completeness

2. Q: Do I have to pay for my gaming license application?

A: No. The Tohono O’odham Gaming Enterprise (TOGE) will cover the expense for your gaming license fee. However, should you decide to leave within one year of employment with TOGE, there will be prorated charges that will be deducted from your final paycheck. A Talent Acquisition Specialist or Human Resources Support Associate will discuss this with you during your offer process

3. Q: What types of gaming licenses do you have?

A: We have two types: 4B which are non-cash handling positions and Class III which are cash handling positions



4. Q: When do I receive the gaming license packet?

A: TOGO will contact candidates via phone and follow up with an email to find out how they would like to receive their application. Applications may be picked up in person or delivered Via GoAnywere. You will receive two separate emails: an instructional email from TOGO from a “@tonation-nsn.gov” email address, and “Go Anywhere” or “Sign now” email containing your gaming license application. Please make sure to check your inbox or spam folder for the email that the Gaming Office has on file for you

5. Q: How many pages are in the Gaming License packet?

A: For a 4B license, the application is currently 7 pages. For a Class III license, the application is currently 19 pages. The application typically takes candidates between 2-4 hours to complete. Class III applicants are required to submit a detailed financial disclosure as part of the gaming license application. Be advised that a State Certification from the State of Arizona is also required. TOGO will provide instructions for the State’s online application

6. Q: What required documents do I need to bring to my gaming license appointment?

A: You will need to provide the following:

- Drivers License or State Identification card (a photo ID is mandatory)
- Birth Certificate
- Social Security Card with the name exactly matching the name on the State ID or Drivers License (*the card must not be laminated*)



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- Copy of bank statements (*necessary for Class III applicants only, and only in certain circumstances*)
- Original Copy of DD-214 or Military Discharge Paper (*if applicable*)
- Tribal ID Card or Certificate of Degree of Indian Blood (CDIB) (*if applicable*)
- Current Resident Alien Card or original copy of Naturalization Certificate (*if applicable*)

7. **Q: I currently hold a gaming license from a casino in another state or I have a current gaming license in Arizona. Does this guarantee that I will be able to obtain or transfer my gaming license to Desert Diamond Casino?**

A: Not necessarily. Applications for a new or transferred license will be reviewed on a case by case basis. We follow the standards set by TOGO and the Arizona Department of Gaming (ADOG)

8. **Q: I have an open or pending court case. Am I able to move forward with the gaming licensing process?**

A: TOGO reviews all applications on a case by case basis. The Gaming Office requires disclosure of all criminal charges (even if charges have been dismissed), criminal arrest citations, and criminal traffic citations as of your 18th birthday

9. **Q: Within the last 5 years I have had a criminal or civil court action that is finalized with the Court already. Am I still able to move forward with the gaming licensing process?**

A: Yes, however, you will need to provide a full and accurate history. You will be required to disclose all criminal traffic violations, arrests, criminal charges, indictments, and convictions.



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Your criminal history will be examined on a case by case basis. It is required to submit court documentation of criminal history to TOGO and ADOG

10. Q: My felony conviction was “expunged” or “set aside.” Am I still able to move forward with the gaming licensing process?

A: Yes, however, it would be considered on a case by case basis and will require the proper documentation

11. Q: I have filed for bankruptcy, but the case has been discharged. Am I still able to move forward with the gaming licensing process?

A: Yes and you will need to provide a copy of your discharge papers

12. Q: Do I have to be fluent in English for my gaming license appointment?

A: All candidates are required to have a basic proficiency in English, both verbal and written. Candidates are not permitted to have a translator with them at their licensing appointment and must demonstrate in front of a Gaming Licensing Investigator their written and verbal English proficiency

13. Q: How long will it take before I hear back after my gaming licensing appointment?

A: It varies for each individual and you will be notified by Human Resources once you are approved for a gaming license. A Talent Acquisition Specialist or Human Resources Support Associate will be contacting you to schedule you for your New Team Member Orientation (NTMO). Please keep in mind that your gaming license process could take longer if you have pending or missing documents



14. **Q: Can I put in my two week resignation notice right after I attend my gaming license appointment?**

A: We do not recommend you put in your two week notice to your current employer until you have been scheduled for NTMO. Please wait until you hear from one of our Talent Acquisition Specialists or Human Resources Support Associates

15. **Q: If I need to contact my Gaming Licensing Investigator, how would I contact them?**

A: Your assigned TOGO Gaming Licensing Investigator will provide you with their contact information during your appointment. If you are not able to reach them, please call the Tohono O’odham Gaming Office during the following business hours:

- Southern Arizona: 520-648-4100 | Monday – Friday, 8:00 AM – 5:00 PM
- West Valley: 602-648-0111 | Monday – Friday, 8:00 AM – 5:00 PM