

Total Listening™ Gaming Consumer panel FAQs

Q. What is the purpose of the Total Listening™ Gaming Consumer panel?

A. The purpose of the gaming panel is to provide an efficient and consistent way to collect feedback from engaged gaming customers on products and other initiatives in order to improve the customer experience.

Q. Why did I receive an invitation to take a survey?

A. By agreeing to be a member of The Total Listening™ gaming panel, we will send you invitations to participate in activities to gain your feedback. One of the most common activities is completing surveys.

Q. How will the results be used?

A. Results from The Total Listening™ gaming panel activities will be shared with Delaware North business units to improve the customer experience. After discussing the results and providing recommendations, we will ask our business partners to tell us what actions are being planned or considered. We may share some of these results back to panel members.

Q. Will anyone ever see my individual results?

A. No. To ensure your total privacy, your answers are confidential and grouped in total with other panel members who have completed the same survey or activity.

Q: Who are the other members of The Total Listening™ gaming panel?

A. There are about 2500 members from 5 different gaming operations in the group. Sometimes we will be getting feedback from everyone, sometimes just from one group of the customers from one location.

Q. What if my password does not work?

A. When logging in, make sure you don't enter any unnecessary spaces before or after your e-mail address, name or password. The system reads blank spaces as extra characters. If it still does not work, please click on the "Technical Support" button on The Total Listening™ gaming panel login page and indicate the issue you are experiencing. We will contact you afterwards to try to fix the issue.

Q. What if I can't remember my password?

A. Please click on the "Technical Support" button on The Total Listening™ gaming panel login page and indicate the issue you are experiencing. We will contact you afterwards to try to fix the issue.

Q. What do I receive for completing surveys or activities?

A. In addition to being part of an exclusive panel and having your opinions heard in order to better serve you, you also can be entered into a sweepstakes drawing. Please click on the "[Sweepstakes Drawing](#)" link on the home page for further details so you are familiar with the terms and procedures.

Q. Will I have to complete every activity?

A. Your active participation is appreciated. However, you are not required to complete all the activities.

Q. I wanted to complete an activity, but I did not qualify. How come?

A. For some activities, we might set a specific quota (maximum number of people to complete it) or only want specific types of individuals to participate. Based on the answers that you submitted, you have not met the criteria needed to qualify or the quotas have already been filled.

Q. How do I update or change my email address?

A. Please click on the "Technical Support" button on The Total Listening™ gaming panel login page and indicate that you wish to change you email address – we will contact you to make this change.

Q. What if I have other questions or comments to share?

A. Please contact Andrew Spencer at aspence1@delawarenorth.com

Q. I would like to unsubscribe.

A. You may click on any of the "To unsubscribe click here" link found at the bottom of any of our email communications. An unsubscribe confirmation page will launch, please click on the 'unsubscribe' button to confirm. Or, you may send us an email at aspence1@delawarenorth.com with the subject line "unsubscribe."