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Dear Chief Executive Officer / Human Resources Director,

The Research Bureau is inviting you to participate in a research project to study staff status and salaries in Malta's remote gaming industry. This project has been commissioned by, and is being funded by The Malta Remote Gaming Council. Attached is a questionnaire that poses a variety of questions about staff status and salaries within your company. Please have a look at the questionnaire which we have kept short so as not to take up too much of your precious time, and kindly complete it and send it back to us. Your input is important for the industry as more answers will give us a more accurate picture of the staff and salary situation in Malta.

Your responses will be kept confidential. In compliance with the Data Protection Act, The Research Bureau will not share your information with anyone. All results from this survey will be presented to the MRGC in the aggregate to protect the anonymity of respondents. The raw data will not be supplied to the Malta Remote Gaming Council and three months after report presentation, the data on file will be rendered anonymous by deleting the details of the respondents.

The questionnaire has been sent to you by means of post and e-mail. A self-addressed envelope has been provided. You can also complete the questionnaire online at <http://igaming.questionpro.com>. We hope you will take the time to complete this questionnaire by the 30th June, 2008.

Members of Malta Remote Gaming Council will be entitled to the findings whilst non-members who supply a response will be entitled to a 50% discount.

If you have any questions or concerns about completing the questionnaire, or if you find difficulties with the questions, please do not hesitate to contact us directly.

Sincerely,

Keith Chircop
Research Manager

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Survey on Staff Status and Salaries in Malta's Remote Gaming Industry

Please fill in your contact details.

We might need to call you to confirm some answers.

The company details are required if you are interested in receiving a copy of the survey results.

Which company do you represent? _____

What is your position within the company? _____

Please enter your telephone number: _____

1. Is your company a member of the Malta Remote Gaming Council? Yes No

2. Which stage of the licensing process are you at? Letter of intent Fully Licensed

3. How many Maltese citizens does your company employ in Malta? _____ people

4. How many ex-patriates does your company employ in Malta? _____ people

If your answers to questions 3 and 4 were both NIL, go to question 9.

5. How long does it usually take an ex-patriate to receive a work permit? _____ months

6. How long does it usually take your staff to receive an LGA employee permit? _____ months

7. How difficult did you find hiring trained staff in Malta?

- Difficult
- Not too difficult
- Easy
- Very Easy
- Did not hire staff / Brought in staff from overseas

8. How difficult did you find hiring untrained staff in Malta?

- Difficult
- Not too difficult
- Easy
- Very Easy
- Did not hire staff / Brought in staff from overseas

9. Please enter the yearly salaries for personnel occupying the following positions within your company.

If an employee does more than one job, fill in only the salary for the job which takes up most of his/her time.

If a position is not present in your company locally and the work is outsourced abroad please place an " X " in the column labelled "Outsourced".

If a position does not exist within your company please place an " X " in the appropriate column.

Key Official / Director / Executive	Yearly Salary		Nobody in this position
	Managing Director / Key Official		
	Director / Key Official		
	Director remuneration		
	Non-Executive Director remuneration		
	General Manager / Key Official		
	General Manager		
	Other. Please specify _____		

If your company does not employ anybody else in Malta, go to question 10.

Finance	Yearly Salary		Outsourced	Nobody in this position
	Chief Financial Officer			
	Manager			
	Senior Clerk			
	Junior Clerk			
	Customer Payments: Payment Manager			
	Customer Payments: Supervisor			
	Customer Payments: Clerk			

Customer Service / Customer Support / Call Centre	Yearly Salary		Outsourced	Nobody in this position
	Manager			
	Team Leader / Supervisor			
	Senior Agent			
	Agent (more than 1 year experience)	Full time		
		Part time		
	Agent (less than 1 year experience)	Full time		
		Part time		

Marketing & Sales (Affiliate, Editorial, etc)	Yearly Salary		Outsourced	Nobody in this position
	Marketing CMO / Executive / Director			
	Marketing Manager			
	Marketing Supervisor			
	Senior Marketing Officer			
	Junior Marketing Officer			
	Sales CMO / Executive / Director			
	Sales Manager			
	Sales Supervisor			
	Senior Sales Officer			
	Junior Sales Officer			

IT	Yearly Salary		Outsourced	Nobody in this position
	IT Director			
	Senior Manager			

Programmers IT Positions	Yearly Salary		Outsourced	Nobody in this position
	Application / Operation			
	Betting Software			
	Website / Graphics	Full time		
		Part time		
	Website Admin / Maintenance	Full time		
		Part time		
	Development			
	Networking (Internal Office)			

Operations Event Management / Results / Site Update	Yearly Salary		Outsourced	Nobody in this position
	Manager			
	Supervisor			
	Senior Operator (more than 1 year experience)			
	Junior Operator (less than 1 year experience)			

		Yearly Salary	Outsourced	Nobody in this position
Casino	Senior Product Manager			
	Manager			
	Supervisor			
	Affiliates			
Poker	Senior Product Manager			
	Manager			
	Supervisor			
	Affiliates			
Bingo	Senior Product Manager			
	Manager			
	Supervisor			
	Affiliates			
Soft Games	Senior Product Manager			
	Manager			
	Supervisor			
	Affiliates			

		Yearly Salary	Outsourced	Nobody in this position	
Risk Management / Odds Compiling / Trading	Senior Manager				
	Manager				
	Supervisor				
	Risk Officer (more than 1 year experience)				
	Risk Officer (less than 1 year experience)				
	Compiler (more than 1 year experience)				
	Compiler (less than 1 year experience)				
	Live trader	More than 1 year experience			
		Less than 1 year experience			
	Non-Live Trader	More than 1 year experience			
		Less than 1 year experience			

Administration (HR / Secretary / Clerks)	Yearly Salary		Outsourced	Nobody in this position
	HR Executive			
	HR Clerk			
	Senior Secretary / Personal Assistant			
	Secretary			
	Clerks			
	Receptionist			
	Data Inputter			

Fraud / Security	Yearly Salary		Outsourced	Nobody in this position
	Senior Management			
	Manager			
	Supervisor			
	Senior Officer (more than 1 year experience) Junior Officer (less than 1 year experience)			

Other positions	Please specify:	Yearly Salary	Outsourced

10. Please mark which levels of management get which benefits by placing an " X " in the cells of the table below.

	Bonus / Commission	Performance Bonus / Yearly Appraisal	Overtime	Health Insurance	Flights	Accommodation	Car	Subscriptions (Gym, Sports Club, etc)	Tuition / Training	Communications (Mobile, Internet, etc)	Equipment (Laptop, Home Computer, etc)	Shift Allowance	Pension Fund	Other. Please specify _____
Senior Management (Key official, CEO, Director, Managing Director, GM, CFO, CTO, COO)														
Middle Management (any other managerial position)														
Junior Management (Supervisors, Team leaders, & similar positions)														
Other employees (Employees below junior management grades)														

THANK YOU FOR YOUR PRECIOUS TIME.