



Gaming License Process Frequently Asked Questions

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

A: Once you have provided the notarized Authority for Release of Information form, Human Resources will send your information to the Tohono O’odham Gaming Office (TOGO) to run a prescreen. It takes a few days for TOGO to provide results to us and they will let us know if you are eligible to move forward or not with the gaming licensing process.

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 HR 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: You will either receive an email from a “@tonation-nsn.gov” address, please make sure to check your inbox or spam folder on the email that we have on file, or you may pick up a gaming license packet in the Human Resources Office (*West Valley applicants only*) before the day of your gaming license appointment.

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

A: For a 4B License, the application is 7 pages. For a Class III license, the application is 32 pages. The application typically takes candidates between 2–4 hours to complete. Class III applicants also require a candidate to submit a detailed financial disclosure.

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

A: You will need to provide the following:



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- Valid Driver's License/State ID
- Birth Certificate (*if born outside of the United States*)
- Social Security Card (*must not be laminated*)
- Copy of Bank Statements (*Only for Class III Applicants*)
- High School Diploma/GED or higher (*if applicable*)
- 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 Permanent Resident 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. Your application for a new or transferred license will be reviewed on a case by case basis. We follow the standards set by TOGO and AZ 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: Unfortunately, TOGO will be unable to provide you a gaming license until the court case has been finalized. This includes the completion of all probation ordered.

9. **Q: In 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 must disclose all traffic violations, arrests, charges, indictments, and convictions. 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: Since my 18th Birthday, I have been convicted of either a felony, gaming offense, or problematic criminal conviction such as larceny, theft, embezzlement, conversion, prostitution, robbery, or illegal drug/illegal alien smuggling. Am I still able to move forward with the gaming licensing process?**

A: Unfortunately, TOGO will be unable to provide you a gaming license.



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11. 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.

12. Q: I do have a medical marijuana card. Will that disqualify me from moving forward with the gaming licensing process?

A: Unfortunately, ADOG will be unable to provide you a gaming license. Desert Diamond Casino is a drug-free employer.

13. 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: *Note: This answer only applies to Class III applicants.* Yes and you will need to provide a copy of your discharge papers. Candidates with open or pending bankruptcy cases are not eligible for licensing.

14. 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.

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

A: Candidates typically hear back from TOGO between 4–5 business days after their gaming license appointment. Once you are approved for a gaming license, a Talent Acquisition Specialist or HR 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 that you need to provide to your Gaming Investigator.

16. 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 a NTMO. Please wait until you hear from one of our Talent Acquisition Specialists or HR Support Associates.



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

A: Your Gaming Licensing Investigator will provide you their contact information during your appointment. If you are not able to get 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