

The end of every year provides us an opportunity to reflect and appreciate how far we've come. As I look back on 2018, I could not be more thankful for all the ways that this year allowed us to give back to others, grow as a business, and show our gratitude towards one another. And I am appreciative that loyal patrons, such as you, are the reason that we get to come to this wonderful resort every day to help you create unforgettable experiences.

For us, 2018 will be forever remembered as the year that saw the long-awaited launch of legalized sports betting in Mississippi. The introduction to sports betting gave sports enthusiasts – and the new alike - another way to play on the coast. Proud to be among the first in the Gulf South to introduce sports betting at our new and dynamic venue, The Book, we knew then what we know now - that sports betting would be a game changer for Harrah's and the entire gaming community.

In addition, 2018 saw numerous accolades and marks of achievement for our resort and casino. This spring we received TripAdvisor's Certificate of Excellence award for the second consecutive year. And shortly thereafter, Harrah's Gulf Coast was notably named Business Volunteer of the Year by the City of Biloxi; a distinction that is a tremendous testament to our team members, their giving spirit, and their continued dedication to the local community. But the award that my colleagues and I are most proud of, was being named the Best Place to Work in the state of Mississippi. The reason it's so meaningful, is because our own team members voted us as #1. And we know that without our 750 team members coming to our resort and casino every day to deliver exceptional service, Harrah's Gulf Coast would just be a building with four walls. They are our heartbeat and the driving force behind our continued success.

I hope you'll join us this holiday season to once again bid farewell to another remarkable and memorable year. Together, we all look forward to 2019, as it ushers in our 25<sup>th</sup> anniversary of inspiring grownups to play along the Gulf Coast. After a quarter of a century of bringing the best in service and gaming to our guests, we still approach every day like it was our first. We hope you'll join us in 2019 to help us celebrate such a wonderful milestone and all the possibilities that still lay ahead for Harrah's Gulf Coast, our dedicated team members, and you, our loyal guest.

Sincerely,  
Kennedy Smith  
Vice President of Marketing and Hospitality  
Harrah's Gulf Coast