PARTICIPANTS

Corporate Participants

Scott H. Betts – Chief Executive Officer, Secretary & Director
David B. Lopez – President
Mary Elizabeth Higgins – Chief Financial Officer & Executive Vice President

Other Participants

Jason Kreyer – Analyst, Craig-Hallum Capital Group LLC
Doug Greiner – Analyst, Compass Point Research & Trading LLC
Matthew J. Kempler – Analyst, Sidoti & Co. LLC
Richard Lee Todaro – Analyst, Kennedy Capital Management, Inc.
Timothy Wayne Willi – Analyst, Wells Fargo Advisors LLC

MANAGEMENT DISCUSSION SECTION

Operator: Good day, ladies and gentlemen. Thank you for standing by. Welcome to the Global Cash Access Holdings, Inc. 2012 Third Quarter Earnings Conference Call. During today's presentation, all parties will be in a listen-only mode. Following the presentation, the conference will be opened for questions. This conference is being recorded today, Wednesday, November 7, 2012.

And I would now like to turn the conference over to [ph] Julie Yusgart (0:27), Treasury Manager. Please go ahead, ma'am.

Unverified Participant

Thank you, and welcome everyone to GCA's 2012 third quarter earnings conference call. Joining me on today's call is Chief Executive Officer, Scott Betts; Chief Financial Officer, Mary Beth Higgins; and President, David Lopez. On today's call, Scott and David will be giving an overview on the company's progress, and Mary Beth will provide a brief update on our financial performance in the third quarter and review our guidance for 2012. Following these comments, we will be happy to take questions.

A few important items before I turn it over to Scott. First, we have posted our earnings release in the Investor Relations section of our website at www.gcainc.com for anyone who needs access to that information. Also, during this call, if we use any non-GAAP financial measures for references, we will put the appropriate GAAP financial reconciliation on our website. Finally, a replay of today's call will be posted on our website around 5:00 PM Pacific Time.

As we begin, let me remind everyone that today's discussion contains forward-looking statements based on the environment as we currently see it and are subject to a number of risks and uncertainties. These include, without limitation, statements regarding market and segment trends and conditions in the Cash Access kiosk and gaming industry for the remainder of 2012 and future periods, our current perspective on the Internet and social gaming landscape, our current perspective and belief about our pending strategic alliance with Live Gamer, our belief that we are positioned to grow our business in the future, the continued impact of the MCA asset acquisition on our business, the continued impact of the Durbin Amendment, the implemented changes to rules and regulations regarding the interchange reimbursement structure for ATM transactions and other

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uncertainties regarding changes in network fees on our business. Our projections and guidance regarding cash EPS, adjusted EBITDA, and other financial metrics, our product pipeline, regulatory approvals for new products, and our competitive position. For factors that could cause actual results to differ materially from those described in our forward-looking statements, we refer you to our SEC filings and the Risk Factors set forth therein.

With that, let me now hand it over to Scott.

Scott H. Betts, Chief Executive Officer, Secretary & Director

Thanks, [ph] Julie (02:39). I would like to welcome everyone to today's call. We're extremely happy to announce GCA's strong third quarter results. Adjusted EBITDA was $20.8 million, up 56%, and cash EPS of $0.23 was up $0.12 versus the third quarter of 2011. Year-to-date results are adjusted EBITDA of $62.8 million and cash EPS of $0.67, up $0.36 versus the same period in 2011. Clearly, this year is coming along very, very well, and based on these results we'll be increasing our full year cash EPS guidance from the previous $0.76 to $0.82 to $0.81 to $0.84 and be increasing our adjusted EBITDA target from $73 million to $77 million to $77 million to $80 million.

Given this new higher guidance and a strong sequential growth we've had through the last three quarters, I want to provide some perspective on the fourth quarter. I do not want anyone thinking there is a weakening of the business if our projected cash EPS as you can tell is only in the $0.14 to $0.17 for Q4.

First as we all know, the fourth quarter is by far the weakest quarter of the year historically and we assume it will be this year also. This may be compounded slightly by a very modest softening in segment growth that we are seeing lately. So we're projecting a flat Q4 growth rate versus a plus 2% to plus 4% we've discussed on recent calls.

We also believe that this a short-term softening. Additionally, tropical storm Sandy is certainly in the news and certainly in our thoughts of all those who're affected. Sandy resulted in the closure of many of our East Coast customers and a significant reduction in business over the past week or so. The impact to our business is difficult to assess, but we believe it could be approximately $0.01 in cash EPS for the quarter, which is included in our updated guidance for the year. Neither of these items materially change our positive outlook for 2013.

Second, the largest component of this quarter-to-quarter variation is our Western Money business. Recall we've been saying for several quarters now, that while we have confidence and are accurate in our annual guidance, quarter-to-quarter and therefore year-over-year contribution from Western Money can vary significantly.

And this is the case here. Q4 last year had a big new property opening. This year we've had a very strong Q3 and are seeing some Q4 shipments move into 2013. The magnitude of these swings can be and are $0.02-plus per share. And as Western Money becomes an increasing part of our profit contribution, this quarter-to-quarter difference will become a familiar sight.

The great news here is we're hitting and exceeding our annual numbers both in Western Money as well the total business, hence we're raising our guidance. And we are very optimistic on the pipeline we see coming out of a strong G2E show going into 2013.

Lastly, I'll also remind you that we have an increased OpEx spending that we have talked about across the entire year and that contributes another $0.01 to the difference. So that's it. Three easy pieces on the fourth quarter.

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As you will hear from David, we have several significant initiatives coming to market near term that will contribute to driving our growth in 2013 and beyond. And we feel our ability to re-sign key customers is very good.

Lastly, I want to share our principles on use of capital moving forward. We are announcing today that the company intends to enter into a stock buyback program of $40 million over the next two years. Mary Beth will get more into the details, but I wanted to outline the principles that we're using so that you have some clarity as to our plans and can model them appropriately.

We think we have a very balanced approach to free cash flow moving forward, with a targeted split of roughly one-third for debt reduction, one-third for share buyback, and one-third for investment in the business, including small acquisitions and technology partnership. This plan is transparent and consistent in its execution, so you can include it in your models and we believe there is enough flexibility to handle our business needs going forward.

Obviously, these are target numbers. And if there is a swing in the cash needs of the business, either up or down, we'll adjust the debt reduction equity buybacks. But again, those are our targets and those are our principles. We've been very focused over the last year or so to strengthen our balance sheet and reduce debt levels. We think we've accomplished that and this plan we believe provides a better return for our investors going forward.

So with that, let me turn it over to David to outline the key initiatives and results of the business. David?

David B. Lopez, President

Thank you. Scott, and good afternoon, everyone. I'd like to start by saying I'm truly excited about being here about the opportunity to be a leader at this company and thrilled for what the future holds at GCA.

My first five months have been energizing, fast paced, and a lot of fun. Earlier this year when GCA approached me with the opportunity to join the team as President, it didn't take me long to recognize that many of the company's strengths in casino customer service, utility products such as full service kiosks and technology matched up perfectly with the areas where I've built my career. With this reality, I decided that GCA was a place I wanted to be for the coming years, working alongside a great team of people to grow and further position GCA as a technology leader in gaming and payments.

Now that I have had the opportunity to see the company from the inside, I can say that GCA not only has the key elements necessary to maintain its place as leader in casino Cash Access and Cash Handling but it also has the opportunity to establish itself as one of the premier gaming companies to work with and for.

At the core of GCA's strength are its people, about 425 of them. It's obvious that people are at the heart of everything we do. People drive process improvement, execution, products, customer service, and without a doubt, people drive culture.

Perhaps one of the most refreshing surprises at GCA has been the spirit of the people here. Their deep understanding of the business and positive attitude are key as we seek product, operational and cultural opportunities. While people are top of mind for me, I want to stress how important product service and innovation are for the company and this will only intensify going forward. This is best reflected by our most recent showing at G2E, which is what I would like to focus on next, along

with new product rollouts, the continuous improvement of our management team, and customer service.

First are some thoughts on G2E and the rollout of new products showcased at our booth this year. This was my 15th major gaming convention attended in Las Vegas. There is no doubt it was one of the best that I've been a part of.

A surprise for me at G2E was the number of high level decision-makers visiting our booth, which really underscores the importance of the products we demonstrated and that GCA's product vision was clearly resonating with our customers.

Much of the energy at the show was centered around our kiosk and cashless products like TableXchange and QuikTicket. Our gaming partners not only saw the value of each individual product, but realized the combined benefits of integrated product platform that reduces physical cash needs on the gaming floor, increases the velocity of gaming and adds an enhanced level of security.

Although these products generated significant interest at the show, several other products such as Cash Club, which is rolling out this quarter for beta, Casino Share Intelligence and GCA's e-wallet all received a great deal of attention as well.

The demonstration of our iGaming product suite helped many of our gaming partners better understand GCA's holistic product vision of providing integrated Cash Access for iGaming and brick and mortar casinos.

The benefits of bridging these two worlds is truly compelling to our customers. Now, obviously this was just my first show with GCA, and I was very impressed with the execution of the development team and the expertise and relationships of an extremely focused sales team who met a number of challenges presented to them during the show.

Another important observation in my time at GCA is the strong and focused management team Scott has assembled over the past several years. The most recent addition, our new CIO, Robert Myhre is one of the best talents in the payment business joining us from MasterCard. Carving up someone of Rob's stature not only represents a significant enhancement to our executive team, but it sends a clear message to our customers that we're taking customer service, reliability and technology very seriously.

Since joining the company, I've adopted a practice that Scott Betts began over the last several years, which is one of process and product improvement as it's something we agree on as a standard practice.

Concept of continuous improvement is not just for product development, operations or sales and it's something we believe must be a practice for every discipline and every department. This is why we are so focused on our human resources efforts and how those efforts relate to developing our employee base and the recruiting and retention of the best talent in the gaming and payments industries.

This all leads me to my last topic which is customer service. Although GCA is considered the pioneer of casino Cash Access, we now aim to shift gears from market leader to best-in-class. This drive for excellence is shared across the management team and with some recent changes in our sales team, coupled with the addition of our CIO, we've already achieved improvements in customer communication, quality of our touch points and relationship management.

Customer relationships are something I, along with the executive team take very seriously through the implementation of a management sponsorship program, each executive has an account assigned to them for a 12-month period that they sponsor along with the salesperson directly responsible for the account.

This program has countless positive impacts on account management. Our executive team works closer to the customers to help build relationships and understand market trends which, also builds closer relationship between the executives and the sales teams, which is yet another cultural win. As you can tell, I am excited about our people and our products and the road we have ahead of us at GCA.

With that, I'll turn it over to Mary Beth.

Mary Elizabeth Higgins, Chief Financial Officer & Executive Vice President

Thanks, David. Good afternoon, everyone. As Scott suggested earlier, the third quarter of 2012 continue to produce strong results for GCA. Our cash EPS which is defined as net income plus equity compensation plus deferred income tax expense, plus amortization divided by diluted shares outstanding with $0.23 and $0.67 for the three and nine months ended September 30, 2012 respectively with a slight increase in the average shares outstanding. Shares currently totaled 67.6 million and 67.0 million for the three and nine months ended September 30, 2012.

Adjusted EBITDA which excludes non-cash stock comp expense for the third quarter of 2012 was $20.8 million, an increase of 56% from $13.3 million in the third quarter of 2011. Year-to-date adjusted EBITDA was $62.8 million, an increase of 51% from $41.7 million for the same period in 2011.

Before we look into some of the details behind the numbers, I want to remind everyone that the biggest impact to segment revenues for the third quarter of 2012 for both Cash Advance and ATM was the inclusion of the MCA-related contracts that were acquired in the fourth quarter of last year. These contracts accounted for approximately 10% of the revenue growth in the Cash Advance segment for this period.

On a segment basis, Cash Advance revenues operating income and operating margin were $57.5 million, $15.8 million and 27.5% for the third quarter of 2012. The nine months revenue operating income and operating margin were $172.6 million, $48.4 million and 28%.

The decrease in Cash Advance margin for the quarter was a result of pricing adjustments partially offset by continued growth in the volume of our PIN debit transaction and an improved transaction mix.

On a segment basis, ATM revenues, operating income and operating margin for the third quarter of 2012 were $76.4 million, $8 million and 10.5%. The nine months revenue operating income and operating margin were $233.4 million, $25.6 million and 11%. The decrease in ATM margin for the quarter was a result of increases in surcharge enacted by casino customers to offset the reverse interchange pass through that occurred in the second quarter.

On a segment basis, Check Services revenue, operating income and operating margin for the third quarter of 2012 were $6.6 million, $3.8 million and 57.6%. The nine months revenue operating income and operating margin were $19.7 million, $11 million and 55.8%.

Our other segment includes primarily the results of Western Money in our Central Credit operations. On a segment basis, other revenues operating income and operating margin for the

third quarter of 2012 were $9.3 million, $4.7 million and 50.5%. The nine months revenue operating income and operating margin for the other segment were $22.7 million, $11.6 million and 51.1%.

The timing of equipment sales is more difficult to predict given the fluidity of delivery day, but the delivery schedule for the fourth quarter is expected to be softer than the fourth quarter of 2011.

Corporate operating expenses were $17.6 million for the third quarter of 2012 as compared to $16.8 million for the same period in 2011. This was primarily due to higher payroll and related costs, partially offset by lower professional and consulting-related costs.

As compared to the prior year for the nine months ended September 30, corporate operating expenses are up approximately 5.5% and we expect corporate operating expenses to be up between 6% and 8% for the full year. We also expect corporate operating expenses to be impacted by our new strategic alliance with Live Gamer and our planned relocation of corporate headquarters that will occur in early 2013.

Based on these expectations for the remainder of the year, we have revised our guidance for full year 2012 to a target cash EPS of $0.81 to $0.84 and a target adjusted EBITDA between $77 million and $80 million. This revised guidance anticipates a fourth quarter to fourth quarter impact from lower Western Money sales of approximately $0.01 to $0.02, OpEx increases over Q4 of 2011 approximately $0.01 and also contemplated in the guidance is the range for the impact from Hurricane Sandy that could be approximately $0.01.

Looking briefly to the balance sheet, as of today, our total borrowings outstanding were $124.5 million. As of September 30, 2012, our leverage ratio is approximately 1.6 times based on an outstanding debt level at 9/30 of $126.5 million. At September 30, 2012 cash is approximately $46.9 million. Our capital expenditures were $7.4 million for the nine months ended September 30, 2012 and we anticipate CapEx for the full year will be approximately $12 million which is consistent with our revised guidance provided at the end of Q2.

As Scott outlined in his comments, we will begin a share repurchase program in 2013, the board has authorized $40 million. The program will be free cash flow and will be opportunistic but consistent. It is management's intention to declare a free cash flow, borrowing an acquisition or some other significant event at roughly one-third to share repurchase, one-third to debt reduction, and one-third to CapEx and cash growth over the next two years.

Now, I'll turn the call back to Scott for some closing remarks.

Scott H. Betts, Chief Executive Officer, Secretary & Director

Thank you, Marry Beth. David and I remain very focused on our strategy and plans for the remainder of the year and into 2013. First of these is delivery of our product pipeline, specifically Internet opportunities and cash management products such as QuikTicket and TableXchange which will be going into the market this quarter and early into 2013.

We continue to improve the execution and sales focus in all facets of our business driven by the people and talent we have. We're continuing to build the foundation for International growth. We're focused on growing the U.K. as well as developing the Asia region behind several of our new products and capabilities.

And lastly find, foster and execute technology partnerships and acquisitions to grow and expand the company's portfolio. This has become an increasing interesting opportunity as the industry and other players are now seeing what GCA's capabilities are.

Finally, you also saw the announcement that I've decided to retire at the first of the year. At that time, David Lopez will assume the role of President and CEO of GCA. The board and I have always put the development of our management team and having a strong succession plan as a top priority.

I think you can see from this call, we have great momentum in the business; our innovation strategy is really kicking in and we have an outstanding management team leading these efforts. So, this is a good time to transition.

I have all the confidence of David's ability to drive this company forward and I'm so proud of the job the organization has done to bring this company from where we started five years ago to where we are today. We're a better stronger, smarter company and it shows in our results.

On a personal level, I look forward to spending more time with my family, enjoying being a grandfather and living with little more grace. I will remain on the board and look forward to supporting David and the management team as this company continues to grow. It has been my true pleasure to serve GCA and its organization in the capacity of CEO and President and leading the company through last five years.

So enough about me, and let's open it up to questions. Operator?

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QUESTION AND ANSWER SECTION

Operator: Thank you, sir. We will now begin the question-and-answer session. [Operator Instructions] And our first question comes from the line of George Sutton with Craig-Hallum Capital Group. Please go ahead.

<Q – Jason Kreyer – Craig-Hallum Capital Group LLC>: Hey guys Jason on for George. First of all just wanted to say congratulation to David.

<A – David Lopez – Global Cash Access Holdings, Inc.>: Thanks appreciate it.

<Q – Jason Kreyer – Craig-Hallum Capital Group LLC>: Sure. So, just first question here, we've heard a lot about potential federal poker bill coming from Senator Reid & Hellyer, and I'm just wondering if you guys have any perspective on that and if the likelihood of that changes at all after the elections?

<A – David Lopez – Global Cash Access Holdings, Inc.>: I can probably start off and then let the others chime in a little bit. I mean, it's a little early and we've been reading up on it and studying it ourselves. But I'd say that it's a little too soon in the game for us to make a call on it and obviously we hope that any federal poker bill goes through because I think it would open things up across the country and it falls right in line with much of our strategy that you have seen that we've laid out here with Live Gamer and even how that all ties into the casino through our exchange products and on QuikTicket and TableXchange. So – and crossing the bridge between bricks-and-mortars and the Internet world would be great and I hope the bill pushes forward, but obviously there's a lot to be learned on that bill so far.

<Q – Jason Kreyer – Craig-Hallum Capital Group LLC>: Okay. Thank you for that. And then I know it's still early on QuikTicket and TableXchange, but just wondering if you can give any color on what you have been hearing from customers and maybe some of the feedback that you got at G2E relative to those two products?

<A – David Lopez – Global Cash Access Holdings, Inc.>: Well, our experiences right now are just based on G2E because that's – we showed the two products at G2E and we will be rolling them out over the next two quarters here in beta mode. But I was actually – again my first show at G2E with GCA here and the amount of energy that was just focused on these products along with our Kiosk business was amazing. They get it. They're starting to see that it's no mistake the way that Scott's has built the products in this company and the way the teams vertically integrated everything from TableXchange, QuikTicket, our Full Service Kiosk along with the Cash Access business. So I think they are excited. We've got a lot of people, a lot of takers that would love to trial the product, but you only start-off with a couple here and there. So we're looking forward to the initial rollout at this point.

<Q – Jason Kreyer – Craig-Hallum Capital Group LLC>: Okay. And then just last for me. As it relates to online poker, it sounds like South Point should be coming online sooner than later. And then just wondering if you have any perspectives on some of the other larger players in the industry and what you see for timing there?

<A – David Lopez – Global Cash Access Holdings, Inc.>: I think timing is up in the air, and then I will let Scott take the rest of it because he's been very close to this. But I think a lot of the timing is up in the air right now on getting this done until we see some broader laws on this. And it seems like people are lining up in Nevada, but it doesn't seem like anything is too imminent just yet.

<A – Scott Betts – Global Cash Access Holdings, Inc.>: Yeah. I think on the actual moving to live execution, the proper way probably isn't sooner than later, it's later than sooner. We are

obviously now in November, they may be up and running by December which is quite a few months beyond when they thought they would. And again, as we've said before we're just – it's really just a matter of them sorting out all the regulatory situations, what has to get tested, the compliance pieces and so forth. So we're doing everything we can to get our side ready and be able to submit our systems to regulators and move forward into 2013. But it's definitely a 2013 event.

<Q – Jason Kreyer – Craig-Hallum Capital Group LLC>: Okay. That's all for me. Thank you.

<A – Scott Betts – Global Cash Access Holdings, Inc.>: Thank you.

Operator: Thank you. And our next question comes from the line of Doug Greiner with Compass Point. Please go ahead.

<Q – Doug Greiner – Compass Point Research & Trading LLC>: Just one question, in your quarter there was some concern about a lost contract; I wanted to ask for an update on the renewal environment and visibility going into next year? Thank you.

<A – David Lopez – Global Cash Access Holdings, Inc.>: Yeah, thanks. I'm not sure exactly what lost contract you are referring to, but we've got pretty good visibility on when all RFPs are coming up, it's going to a very busy 12 months ahead of us. As I've heard Scott say, on the last call and others, we don't win them all, we certainly try to win them all. It's a very competitive environment that we are operating in at this point. But as far as reading the tea leaves or announcing anything at this point, we don't really even announce once we close the deals. So – but it will be a very busy 12 to 15 months in front of us, so addressing RFPs. Now our strategy of course is to get in front of these RFPs and not actually let them issue. So that's something that we are looking to do over the next year here in 2013 to get in front of all the customers before RFPs are even issued.

<A – Scott Betts – Global Cash Access Holdings, Inc.>: Yeah. I mean the other thing I would ask you to remember is again while other people may announce things and so forth, some of which are real and some of which are not so real. We have always enjoyed extremely high win rates on new casino openings as you could tell over the last year and we've always enjoyed very high re-sign rates, and I don't see any reason for that to change. And as our product program continues to strengthen over time, I think that that bodes well for us. And again if there is ever anything that's at all material, we certainly would announce it, but other than that, we don't announce every little contract different – or wins or losses for us.

Operator: Thank you. And our next question comes from the line of Matthew Kempler with Sidoti & Company. Please go ahead.

<Q – Matthew Kempler – Sidoti & Co. LLC>: Thank you. First just following up on the renewals question, when you look at the operator landscape today, what's your sense of their mental state from a perspective of focusing on strategic direction of technology versus just being in pure cost mode today.

<A – David Lopez – Global Cash Access Holdings, Inc.>: I think that like any product line, it's a little bit of a mixed bag. I mean I think that there is a great number of the bigger corporate customers that get the big picture strategy and technology and are aren't just looking at Cash Access, but they are looking at Cash Access, they are looking at the Kiosk business and a lot of customers you sit down with, it's a great segue right into their Internet aspirations and what ours are in the space as well. So I think the big corporates get it and some of the smaller casino operators get it as well. Certainly there is always going to be customers out there that are going to go for the lowest pricing they can possibly get and that's where obviously where the environment gets very competitive.

<A – Scott Betts – Global Cash Access Holdings, Inc.>: The other thing as you well know, Matthew, that the products and services and the new innovations we have out there aren't about glitz, I mean they are about savings and efficiencies, getting cash cost, freeing cash up at the customer. So unless you are extremely just purely pricing focused, these are the kind of products that the industry needs right now as it goes through a recovery.

<Q – Matthew Kempler – Sidoti & Co. LLC>: Okay. Thank you. And then on the cashless gaming products, can you just talk about how you are looking at positioning this product from the perspective of, is this going to be a revenue driver for GCA and margin protector and margin enhancer, how are you forming these relationship today?

<A – David Lopez – Global Cash Access Holdings, Inc.>: It depends on the product okay, and how it moves forward. Obviously let's start with our Kiosk, which are at the center of this. This is obviously growing both our overall margins, growing our revenue and obviously contributing to the earnings. When you look at some of the products like QuikTicket and so forth again those will I think, we said this in the past, really don't materially change our revenue, because the surcharge to the customer will be the same or in some cases maybe lower, but would contribute to an increase of our margin in the Cash Access business, okay. And that's probably where you'll see that flow through.

And lastly, when you look at TableXchange and things like that, those are more like the kiosk business. So, again, with those actual adoption rates and again, the biggest part for us will be the adoption rates and that's what we'll learn as we go through these beta tests and start rolling out in 2013 just how fast the adoption rates are. But that's how they'll probably generally flow through the company's earnings.

<Q – Matthew Kempler – Sidoti & Co. LLC>: Okay. And if things go well with these beta tests, just from a big picture perspective, how do you see the next 12 months rolling out on QuikTicket?

<A – David Lopez – Global Cash Access Holdings, Inc.>: Scale up is not an issue, okay, for us. So, it really is about making sure. And again, the beta tests certainly are to make sure you've got everything right and wired up right. But, for us more than anything it's about getting the information we need to help our customers get the kind of adoption rate and drive volume that they want, because, obviously, each one of these transactions is better for them than a cash transaction. So – but there is no big capital requirements or anything else, it's a software change to our equipment. And so, the rollout and scale-up will really be driven by how well they do in beta testing and what the adoption rate is from the industry.

<Q – Matthew Kempler – Sidoti & Co. LLC>: Okay. And then, last one from me. I think you mentioned that there was some softening in segments recently. Are we talking across the board or specific segments for the business?

<A – David Lopez – Global Cash Access Holdings, Inc.>: Well, Cash Access, if that's what you – I mean that's what we're talking about. But it's been – I mean let's forget about the East Coast for a while because just the horrific issues they have over there. But, we're seeing the – kind of the same-store Cash Access numbers soften a little bit. There's a lot of moving parts in there, but – again, we don't see that as a huge issue. They're still positive, maybe not as positive as they were in first quarter but – I don't know, Mary Beth, if there is any more you want to add to that?

<A – Mary Beth Higgins – Global Cash Access Holdings, Inc.>: Yes. No, sequentially what we saw was a really strong first quarter, as you recall, second quarter weakened. Third quarter is actually slightly better than second quarter, but it didn't rebound back to where we were at first. And so, it's sort of – I think, everybody sort of hunkered down and we expect this to run about in the

same rate, but certainly not as hot as it was towards the last month or two of 2011 and the first two months of 2012, they came out pretty hot.

But barring what's happened in the East Coast, which is obviously temporary, and hopefully we'll rebound with construction money, but barring that, we just see a very similar sort of – again, low-single digit growth rate for the rest of the year it seems to have sort of hunkered down into the rate.

<Q – Matthew Kempler – Sidoti & Co. LLC>: Okay, great. Thank you.

Operator: [Operator Instructions] And our next question comes from the line of Rich Todaro with Kennedy Capital. Please go ahead.

<Q – Rich Todaro – Kennedy Capital Management, Inc.>: Hi. First, I wanted to thank Scott for the last few years through the tough times, he always picked up the phone to shareholders and did a great job defending the story when times were tough and so A-plus for that. Second, can you talk about the competitive environment? I wasn't able to go out to the show, but are the casinos looking for somebody that can do Cash Access and e-wallet all-in-one and the rest of this or will they pick and choose one competitor versus another and just piecemeal it or how do you see that happening? And then do – like GPN, do they even have a e-wallet right now and are they working on it that you know about or what's going on with the competitive environment there?

<A – David Lopez – Global Cash Access Holdings, Inc.>: I guess I will start with your second question. GPN does not have an e-wallet at the moment and no indications of such either. G2E may be – I think there is so much excitement at G2E, you don't get a chance to sit down with big corporate guys and talk big picture strategy. But being here about five months now, there has been a lot of meetings and I'm actually – it's one of the things I've been impressed with is GCA's ability to get out there and meet with the most important guys; CFOs and COOs at very high level organizations. So those conversations are happening at the different corporate structures.

And absolutely, they'd love – I think they'd love to be able to package up the whole deal and offer technology from out on the floor standard Cash Access business, rolling right up in full service kiosks and hopefully quick to get a TableXchange and of course, layering on our Internet strategy along with it, so they can have a one-stop shop and have it fully integrated. And as I was talking about earlier in the script is sort of where the two world start to come together is the kiosk itself where a gambler, an online gambler, a brick and mortar gambler can actually perhaps access his cash at the kiosk.

<Q – Rich Todaro – Kennedy Capital Management, Inc.>: Do you – based on license or how long it takes, would there be a reason that MGM needs to announce a partnership with GCA or somebody like that to get the license approved? Would that be a press releasable event that needs to happen to get these guys approved for online gaming?

<A – Scott Betts – Global Cash Access Holdings, Inc.>: We already have all the licenses we need across our product, all the products we talked about, both the Internet as well as brick and mortar. So, from that standpoint, we've already gotten over those hurdles. For our customers, they do have to be able to submit a combined technical solution that has to get tested in labs, so that remains, again, what I said before, that's really one of the hang ups in terms of taking a lot longer than people have sort of anticipated I think when the first announcements came out around Nevada. So, we'll just have to see how that goes.

Back to your first question, I'll just make one comment that I think is – that is germane and as David said, nobody else in the business has the kind of products that we're putting out in the marketplace. We certainly understand competitive environments and it's always a job of the leader to continue to innovate and stay ahead of everybody. But we are more than just the development of the products.

We're uniquely positioned to be able to integrate these together. While a payment company like Global could certainly think about building a wallet, they still don't have a kiosk business. I mean, they don't understand the kiosk business. They're not licensed to be able to do the kiosk business and that's at the center of what we do.

Other competitors, probably don't have all the money transmitter licenses and everything you need to run an e-wallet on the Internet. So, there is a lot of fundamental core capabilities that we have that we've been building in anticipation of this for the last four years that really do give us a first-mover advantage right now that we're – I think we're very excited about and you're seeing our customers get excited about it too.

<Q – Rich Todaro – Kennedy Capital Management, Inc.>: Well, I guess, that – and you lived through this too the shock and awe of 2010 was it when you guys lost a customer, and the stock was down big. And then with renewals next year, it seems like that you guys are offering these technologies so the customers would be willing to sign with you, et cetera. But then we hear about recent market share losses to GPN, and it just starts to raise red flags that we're not...

<A – Scott Betts – Global Cash Access Holdings, Inc.>: Yeah.

<Q – Rich Todaro – Kennedy Capital Management, Inc.>: ...really sure how confident you are or...

<A – Scott Betts – Global Cash Access Holdings, Inc.>: Let's be clear.

<Q – Rich Todaro – Kennedy Capital Management, Inc.>:..how you think about this?

<A – Scott Betts – Global Cash Access Holdings, Inc.>: Well, let's be clear on that. That's a great question. Let's be clear on that. First off, in the fact that we're not losing market share, okay, yes, there might have been a contract we didn't get or didn't get all of property, okay. But stack that up against the fact that we won Rivers. We run – we're in Ohio, we have Resorts World. We're building share, okay.

And so, I think the – several people have mentioned this, but the industry is in a transition. Our customers have been through a very tough time. You'll have people who even today when they see all this will still want to unbundle and still want to take a purchaser's approach to Cash Access and see if they can get – but there are – we are continuing to build share. And so, I think our confidence in our new products and our ability to build share – because they are of great value to our customers, and we've listened to our customers to figure out how we can help them, will be what we win in long term.

<Q – Rich Todaro – Kennedy Capital Management, Inc.>: So, that's great, and I appreciate you putting that in perspective. How – as you think of – and I don't know what all casinos are still opening or what still could potential be – what could grow next year versus even if you lost a couple of smaller contracts. Is there enough potential new business out there? Are you ramping enough of casinos from last year that will help you that – under that scenario we'd still have at least flat growth year-over-year even without e-wallet or the rest of the stuff?

<A – Scott Betts – Global Cash Access Holdings, Inc.>: We're lapping a lot of the new properties that came on earlier in this year. Ohio will be obviously a contributor into next year. Massachusetts is the next big jurisdiction to open up. There'll probably be three new casinos up there. And if you look at our track record, we certainly would expect to get our fair share of those. But they probably won't impact us until 2014.

So there is – and, again, the other part of it is there's always ability for us to gain contracts from others too. I mean, we win contracts. We may not talk about them all the time, but we win contracts all the time too. So, there's always that opportunity. So I think it's – again, on balance, if you take away all the products and everything else, we feel very good about maintaining the kind of leadership shares we have going into 2013 and over time hopefully we'll continue to provide value-added products for our customers that they appreciate and they see the value on and we'll continue to build the business.

<Q – Rich Todaro – Kennedy Capital Management, Inc.>: And my last question I promise. So, do you think that based on what you're saying the online gaming starts to move the needle for the company or these other new products, whether it's QuikTicket or any of those, are those kind of a later 2013 event, is that reasonable?

<A – Scott Betts – Global Cash Access Holdings, Inc.>: Yeah, I think QuikTicket and TableXchange is the latter part of 2013. We're continuing to grow and drive our kiosk business and we see that, as we said in the call, that we see that as being very positive going – our pipeline going into 2013. I still have to be very cautious about online gaming and it actually being an impact to our business and would look at that more as a 2014 kind of event. I still have a lot of faith it's going to happen. It will happen in multiple states and eventually we'll get it all cleared up on a federal level. There's just too much revenue associated with it. And so, the same fundamental drivers for me, if I step back and look at it, they're the same thing that built land-based casinos. So, I think it has always been for me a when, not an if. But again, with just Nevada taking is the only one that's really been approved and Delaware, I guess, to be technically correct. So I think that one's probably more like a 2014 event.

<Q – Rich Todaro – Kennedy Capital Management, Inc.>: Thank a lot, Scott. I really appreciate all you've done and good luck.

<A – Scott Betts – Global Cash Access Holdings, Inc.>: I hope I'm wrong, but I think that's probably where it is. Okay. Thank you.

<Q – Rich Todaro – Kennedy Capital Management, Inc.>: Thanks.

Operator: Thank you. [Operator Instructions] Our next question comes from the line of Tim Willi with Wells Fargo. Please go ahead.

<Q – Tim Willi – Wells Fargo Advisors LLC>: Thanks and good afternoon. And Scott, congrats, I'm sure the last five years were probably a little bit more than you bargained for when you took the job initially but you've done a great job. So the question I had – and maybe it got touched on a little bit in the last round of questioning there. Two things, one was, I remember going back several years, Scott, when you had started on the product map it's playing out in sort of a discussion of more value to casinos. There had been some discussions of needing to get to more so to the right types of decision makers and thinkers and getting away from the four ops-type people that maybe were just most focused on the Cash Access. So if -

<A – David Lopez – Global Cash Access Holdings, Inc.>: I think we can answer that question.

<A – Scott Betts – Global Cash Access Holdings, Inc.>: Yeah. Why don't we just try? I think we got the question. So, David, why don't you just...

<A – David Lopez – Global Cash Access Holdings, Inc.>: Yeah.

<A – Scott Betts – Global Cash Access Holdings, Inc.>: Hopefully you can still hear, Tim.

<A – David Lopez – Global Cash Access Holdings, Inc.>: Yeah. Hopefully he can still hear. But your line cut out. So I think we are getting to the bigger decision makers and getting away from just – there's always going to be situations where you've a Head of Purchasing making a decision or leading the process. It's not all bad to have guys that are in the Cash Access business involved in the process, because I think we have a great suite of products. But we are getting in front of CFOs and I think those are the guys we want to get in front of. We want to get in front of CFOs and COOs, and when applicable, a CEO. And I think that some of the changes that we've mentioned on the call have really reshaped our staff and refocused our efforts to get out there and talk to high level executives in the casinos and those customer relationships that we talked about are huge. If we can get our executive team and our top sales people in front of their big decision makers and not the lower line level guys then I think that we stand a great chance to win more contracts.

Operator: All right. Thank you. And I am showing there are no further questions. I'll turn the call back to Mr. Betts for closing remarks.

Scott H. Betts, Chief Executive Officer, Secretary & Director

Okay. Well, look, I want to thank everybody on the call for their support and support of the company and at times support for me over the last five years as we've been on this journey with GCA. So, again, I thank everybody who is on the call. And I know that David and the management team here is going to do a great job moving forward. And, again, I look forward to continuing to help and support their efforts as a continuing board member. So, thank you, everyone, and have a good day.

Operator: Ladies and gentlemen, this concludes our conference for today. We thank you for your participation. You may now disconnect.

corrected transcript

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