



2013 DISPUTE RESOLUTION SUMMARY STATISTICS

(Period covering Jan./1/2013 to Dec./31/2013)

| General Complaint Totals | | | |
|--------------------------|--|---|---------------------------------------|
| Month | Total number of incoming player inquiries to KGC | Inquiries screened due to incorrect jurisdiction etc. (or not categorized as actual complaints) (-) | Net Addressable Player Complaints (=) |
| <i>From 2012</i> | <i>* 332</i> | <i>** 311</i> | 21 |
| January | 24 | 9 | 15 |
| February | 29 | 9 | 20 |
| March | 35 | 7 | 28 |
| April | 30 | 13 | 17 |
| May | 46 | 11 | 35 |
| June | 21 | 11 | 10 |
| July | 21 | 7 | 14 |
| August | 20 | 8 | 12 |
| September | 10 | 4 | 6 |
| October | 25 | 4 | 21 |
| November | 12 | 0 | 12 |
| December | 44 | 3 | 41 |
| TOTAL | 649 | 397 | 252 |

| Player Complaint Description Breakdown (Net Addressable Player Complaints) | | | |
|---|---|---------------------------------------|----------------------|
| Operator locked or closed player account (+) | Operator late delayed or refused player payment (+) | Operator site fairness questioned (+) | Misc. complaints (+) |
| 2 | 5 | 5 | 9 |
| 3 | 5 | 2 | 5 |
| 5 | 9 | 5 | 1 |
| 2 | 17 | 5 | 4 |
| 3 | 10 | 3 | 1 |
| 11 | 15 | 3 | 6 |
| 3 | 2 | 1 | 4 |
| 4 | 4 | 3 | 3 |
| 1 | 8 | 2 | 1 |
| 1 | 5 | 0 | 0 |
| 3 | 9 | 3 | 6 |
| 0 | 5 | 1 | 6 |
| 3 | 24 | 4 | 10 |
| 41 | 118 | 37 | 56 |

| Dispute Resolution Results | | | | | |
|--|--------------------------------|--|---------------|---|---------------|
| Unresolved, pending, or outstanding complaints (to Dec./31/2013) (-) | Total Addressed Complaints (=) | Complaints dismissed as unfounded or invalid (after investigation) | | Complaints upheld in whole or in part (in Player's favor) | |
| | | # | % | # | % |
| 0 | 21 | 14 | 66.67% | 7 | 33.33% |
| 0 | 15 | 11 | 73.33% | 4 | 26.67% |
| 0 | 20 | 11 | 55.00% | 9 | 45.00% |
| 0 | 28 | 14 | 50.00% | 14 | 50.00% |
| 0 | 17 | 10 | 58.82% | 7 | 41.18% |
| 0 | 35 | 19 | 54.29% | 16 | 45.71% |
| 0 | 10 | 7 | 70.00% | 3 | 30.00% |
| 0 | 14 | 4 | 28.57% | 10 | 71.43% |
| 0 | 12 | 6 | 50.00% | 6 | 50.00% |
| 0 | 6 | 4 | 66.67% | 2 | 33.33% |
| 1 | 20 | 8 | 40.00% | 12 | 60.00% |
| 0 | 12 | 4 | 33.33% | 8 | 66.67% |
| 17 | 24 | 12 | 50.00% | 12 | 50.00% |
| 18 | 234 | 124 | 52.99% | 110 | 47.01% |

* Signifies carry over complaints that were unresolved, pending, or outstanding from 2012

** All outstanding complaints related to Absolute Poker/Ultimate Bet