



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