



2015 DISPUTE RESOLUTION SUMMARY STATISTICS

(Period covering Jan. 1, 2015 to Dec. 31, 2015)

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 2014</i>	12	0	12
January	31	7	24
February	20	2	18
March	16	3	13
April	26	6	20
May	17	2	15
June	30	7	23
July	24	7	17
August	18	2	16
September	23	2	21
October	24	2	22
November	29	4	25
December	29	1	28
TOTAL	299	45	254

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 (+)
1	7	3	1
3	5	10	6
2	5	7	4
2	2	6	3
2	8	9	1
3	0	10	2
1	13	4	5
2	7	7	1
5	3	2	6
7	5	5	4
4	5	10	3
9	8	5	3
3	15	6	4
44	83	84	43

Dispute Resolution Results					
Unresolved, pending, or outstanding complaints (to Dec./31/2015) (-)	Total Addressed Complaints (=)	Complaints dismissed as unfounded or invalid (after investigation)		Complaints upheld in whole or in part (in Player's favor)	
		#	%	#	%
0	12	8	66.67%	4	33.33%
0	24	15	62.50%	9	37.50%
0	18	12	66.67%	6	33.33%
0	13	8	61.54%	5	38.46%
0	20	14	70.00%	6	30.00%
0	15	8	53.33%	7	46.67%
0	23	12	52.17%	11	47.83%
0	17	7	41.18%	10	58.82%
0	16	10	62.50%	6	37.50%
0	21	17	80.95%	4	19.05%
4	18	8	44.44%	10	55.56%
0	25	14	56.00%	11	44.00%
2	26	8	30.77%	18	69.23%
6	248	141	56.85%	107	43.15%