



## 2014 DISPUTE RESOLUTION SUMMARY STATISTICS

(Period covering Jan./1/2014 to Dec./31/2014)

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 2013</i>	<i>* 18</i>	<i>0</i>	<i>18</i>
January	14	0	14
February	23	5	18
March	23	5	18
April	16	7	9
May	24	9	15
June	28	6	22
July	18	2	16
August	18	6	12
September	27	6	21
October	22	5	17
November	16	2	14
December	17	4	13
<b>TOTAL</b>	<b>264</b>	<b>57</b>	<b>207</b>

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	9	2	6
2	8	3	1
3	6	4	5
4	5	4	5
0	2	4	3
4	4	2	5
2	3	7	10
2	1	10	3
2	5	3	2
7	5	2	7
1	4	4	8
2	4	2	6
0	10	2	1
<b>30</b>	<b>66</b>	<b>49</b>	<b>62</b>

Dispute Resolution Results					
Unresolved, pending, or outstanding complaints (to Dec./31/2014) (-)	Total Addressed Complaints (=)	Complaints dismissed as unfounded or invalid (after investigation)		Complaints upheld in whole or in part (in Player's favor)	
		#	%	#	%
0	18	7	38.89%	11	61.11%
0	14	7	50.00%	7	50.00%
0	18	9	50.00%	9	50.00%
0	18	11	61.11%	7	38.89%
0	9	8	88.89%	1	11.11%
0	15	9	60.00%	6	40.00%
0	22	13	59.09%	9	40.91%
0	16	11	68.75%	5	31.25%
1	11	6	54.55%	5	45.45%
0	21	16	76.19%	5	23.81%
1	16	9	56.25%	7	43.75%
3	11	5	45.45%	6	54.55%
7	6	4	66.67%	2	33.33%
<b>12</b>	<b>195</b>	<b>115</b>	<b>58.97%</b>	<b>80</b>	<b>41.03%</b>

\* Signifies carry over complaints that were unresolved, pending, or outstanding from 2013