



2016 DISPUTE RESOLUTION SUMMARY STATISTICS

(Period covering Jan. 1, 2016 to Dec. 31, 2016)

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 (=)
2016	316	72	244
January	20	4	16
February	36	4	32
March	19	4	15
April	36	4	32
May	46	8	38
June	45	9	36
July	24	2	22
August	25	6	19
September	20	9	11
October	17	11	6
November	10	3	7
December	18	8	10
TOTAL	316	72	244

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 (+)
41	116	57	30
4	5	4	3
5	15	10	2
2	5	7	1
2	18	7	5
6	29	2	0
8	11	10	7
2	13	4	3
6	7	3	3
2	7	2	0
1	3	1	0
1	2	2	3
2	1	5	3
41	116	57	30

Dispute Resolution Results					
Unresolved, pending, or outstanding complaints (to Dec./31/2016) (-)	Total Addressed Complaints (=)	Complaints dismissed as unfounded (after investigation)		Complaints upheld in whole or in part (in Player's favor)	
		#	%	#	%
4	240	120	50.00%	120	50.00%
0	16	9	56.25%	7	43.75%
0	32	19	59.38%	13	40.63%
0	15	8	53.33%	7	46.67%
0	32	9	28.13%	23	71.88%
0	37	14	37.84%	23	62.16%
0	36	19	52.78%	17	47.22%
0	22	10	45.45%	12	54.55%
0	19	12	63.16%	7	36.84%
0	11	6	54.55%	5	45.45%
0	5	2	40.00%	3	60.00%
1	7	6	85.71%	1	14.29%
3	8	6	75.00%	2	25.00%
4	240	120	50.00%	120	50.00%