



2017 DISPUTE RESOLUTION SUMMARY STATISTICS

(Period covering Jan./1/2017 to Dec./31/2017)

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>2017</i>			
January	19	3	16
February	19	8	11
March	19	5	14
April	14	5	9
May	17	4	13
June	12	2	10
July	20	5	15
August	20	6	14
September	21	1	20
October	14	6	8
November	19	6	13
December	20	9	11
TOTAL	214	60	154

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 (+)
7	5	0	3
2	4	2	4
1	5	4	4
0	2	5	2
3	6	3	1
1	5	3	1
2	8	3	2
0	7	2	5
5	5	6	4
1	1	3	3
3	4	2	4
2	4	3	2
27	56	36	35

Dispute Resolution Results					
Unresolved, pending, or outstanding complaints (to Dec./31/2017) (-)	Total Addressed Complaints (=)	Complaints dismissed as unfounded or invalid (after investigation)		Complaints upheld in whole or in part (in Player's favor)	
		#	%	#	%
	15	11	73.33%	4	26.67%
	12	7	58.33%	4	33.33%
	14	10	71.43%	5	35.71%
	9	4	44.44%	5	55.56%
	13	9	69.23%	4	30.77%
	10	7	70.00%	3	30.00%
	15	6	40.00%	9	60.00%
	14	8	57.14%	5	35.71%
	20	14	70.00%	7	35.00%
	8	6	75.00%	2	25.00%
	13	8	61.54%	5	38.46%
	8	5	62.50%	3	37.50%
3	151	95	62.91%	56	37.09%