



2018 DISPUTE RESOLUTION SUMMARY STATISTICS

(Period covering Jan./1/2018 to Dec./31/2018)

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 (=)
2018	208	47	161
January	27	5	22
February	19	4	15
March	16	4	12
April	23	4	19
May	23	4	19
June	3	0	3
July	13	3	10
August	19	9	10
September	12	1	11
October	9	2	7
November	23	6	17
December	21	5	16
TOTAL	208	47	161

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 (+)
18	55	43	45
4	7	5	6
2	6	4	3
1	4	2	5
0	9	1	9
3	5	8	3
0	0	1	2
0	3	5	2
0	3	3	4
0	5	3	3
0	2	4	1
5	8	2	2
3	3	5	5
18	55	43	45

Dispute Resolution Results					
Unresolved, pending, or outstanding complaints (to Dec./31/2016) (-)	Total Addressed Complaints (=)	Complaints dismissed as unfounded or invalid (after investigation)		Complaints upheld in whole or in part (in Player's favor)	
		#	%	#	%
8	153	65	31.25%	88	14.55%
0	22	8	29.63%	14	63.64%
0	15	6	31.58%	9	60.00%
0	12	8	50.00%	4	33.33%
0	19	5	21.74%	14	73.68%
0	19	7	30.43%	12	63.16%
0	3	2	66.67%	1	33.33%
0	10	1	7.69%	9	90.00%
0	10	6	31.58%	4	40.00%
0	11	6	50.00%	5	45.45%
0	7	6	66.67%	1	14.29%
1	16	6	26.09%	10	62.50%
7	9	4	19.05%	5	55.56%
8	153	65	31.25%	88	57.52%