



2022 DISPUTE RESOLUTION SUMMARY STATISTICS

(Period covering Jan: 1/2022 to Dec: 31/2022)

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 (=)
2022	509	49	460
January	54	11	43
February	59	9	50
March	51	8	43
April	42	1	41
May	37	6	31
June	31	5	26
July	27	1	26
August	36	2	34
September	33	3	30
October	43	0	43
November	43	3	40
December	53	0	53
TOTAL	509	49	460

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 (+)
39	232	15	174
4	15	5	19
5	24	2	19
2	23	1	17
4	26	2	9
5	12	1	13
6	13	0	7
3	13	1	9
2	23	0	9
3	9	0	18
1	24	1	17
4	17	2	17
0	33	0	20
39	232	15	174

Dispute Resolution Results					
Unresolved, pending, or outstanding complaints (to Dec./31/2022) (-)	Total Addressed Complaints (=)	Complaints dismissed as unfounded or invalid (after investigation)		Complaints upheld in whole or in part (in Player's favor)	
		#	%	#	%
5	455	367	80.66%	88	19.34%
1	42	32	76.19%	10	23.81%
0	50	44	88.00%	6	12.00%
0	43	36	83.72%	7	16.28%
0	41	34	82.93%	7	17.07%
0	31	24	77.42%	7	22.58%
0	26	20	76.92%	6	23.08%
0	26	19	73.08%	7	26.92%
0	34	25	73.53%	9	26.47%
0	30	25	83.33%	5	16.67%
0	43	31	72.09%	12	27.91%
0	40	36	90.00%	4	10.00%
4	49	41	83.67%	8	16.33%
5	455	367	80.66%	88	19.34%