



2025 DISPUTE RESOLUTION SUMMARY STATISTICS

(Period covering Jan: 1, 2025 to Dec: 31, 2025)

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 (=)
2025	1143	387	756
January	201	90	111
February	129	38	91
March	117	25	92
April	86	27	59
May	81	27	54
June	57	20	37
July	79	22	57
August	71	22	49
September	6	1	5
October	98	15	83
November	111	35	76
December	107	65	42
TOTAL	1143	387	756

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 (+)
37	598	39	339
6	90	5	85
5	56	4	51
1	80	4	21
1	49	3	23
4	38	4	25
6	24	3	17
1	47	2	21
0	46	1	17
0	2	0	3
1	60	5	19
4	59	5	27
8	47	3	30
37	598	39	339

Dispute Resolution Results					
Unresolved, pending, or outstanding complaints (to Dec./31/2025) (-)	Total Addressed Complaints (=)	Complaints dismissed as unfounded or invalid (after investigation)		Complaints upheld in whole or in part (in Player's favor)	
		#	%	#	%
10	746		79.89%		20.11%
0	111	91	81.98%	20	18.02%
0	91	72	79.12%	19	20.88%
1	91	58	63.74%	33	36.26%
0	59	43	72.88%	16	27.12%
0	54	40	74.07%	14	25.93%
0	37	32	86.49%	5	13.51%
0	57	49	85.96%	8	14.04%
0	49	44	89.80%	5	10.20%
0	5	5	100.00%	0	0.00%
0	83	71	85.54%	12	14.46%
1	75	62	82.67%	13	17.33%
8	34	29	85.29%	5	14.71%
10	746	596	79.89%	150	20.11%