



2019 DISPUTE RESOLUTION SUMMARY STATISTICS

(Period covering Jan./1/2019 to Dec./31/2019)

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>2019</i>	<i>179</i>	<i>36</i>	<i>143</i>
January	21	4	17
February	20	4	16
March	18	5	13
April	16	3	13
May	17	3	14
June	11	3	8
July	22	8	14
August	12	0	12
September	4	1	3
October	12	1	11
November	15	2	13
December	11	2	9
TOTAL	179	36	143

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 (+)
34	53	19	37
5	4	3	5
8	4	2	2
1	5	4	3
2	6	2	3
6	6	0	2
2	1	1	4
2	8	0	4
2	3	3	4
1	0	0	2
1	4	2	4
1	8	1	3
3	4	1	1
34	53	19	37

Dispute Resolution Results					
Unresolved, pending, or outstanding complaints (to Dec./31/2019) (-)	Total Addressed Complaints (=)	Complaints dismissed as unfounded or invalid (after investigation)		Complaints upheld in whole or in part (in Player's favor)	
		#	%	#	%
4	139	88	63.31%	51	36.69%
0	17	12	70.59%	5	29.41%
0	16	9	56.25%	7	43.75%
0	13	6	46.15%	7	53.85%
0	13	7	53.85%	6	46.15%
0	14	11	78.57%	3	21.43%
0	8	5	62.50%	3	37.50%
1	13	11	84.62%	2	15.38%
0	12	6	50.00%	6	50.00%
0	3	3	100.00%	0	0.00%
0	11	4	36.36%	7	63.64%
0	13	9	69.23%	4	30.77%
3	6	5	83.33%	1	16.67%
4	139	88	63.31%	51	36.69%