



## 2020 DISPUTE RESOLUTION SUMMARY STATISTICS

(Period covering Jan: 1/2020 to Dec: 31/2020)

General Complaint Totals				Player Complaint Description Breakdown (Net Addressable Player Complaints)				Dispute Resolution Results					
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	Operator locked or closed player account	Operator late delayed or refused player payment	Operator site fairness questioned	Misc. complaints	Unresolved, pending, or outstanding complaints (to Dec./31/2020)	Total Addressed Complaints	Complaints dismissed as unfounded or invalid (after investigation)		Complaints upheld in whole or in part (in Player's favor)	
										#	%	#	%
		(-)	(=)	(+)	(+)	(+)	(+)	(-)	(=)	#	%	#	%
2019	240	49	191	24	95	12	60	5	186	104	55.91%	82	44.09%
January	20	2	18	4	6	2	6	0	18	13	72.22%	5	27.78%
February	11	3	8	1	4	1	2	0	8	5	62.50%	3	37.50%
March	12	4	8	2	5	1	0	0	8	5	62.50%	3	37.50%
April	26	8	18	6	6	2	4	0	18	9	50.00%	9	50.00%
May	17	4	13	1	7	2	3	0	13	7	53.85%	6	46.15%
June	23	6	17	2	12	0	3	0	17	11	64.71%	6	35.29%
July	16	3	13	1	6	0	6	0	13	6	46.15%	7	53.85%
August	29	4	25	4	10	0	11	0	25	15	60.00%	10	40.00%
September	32	5	27	0	14	3	10	0	27	15	55.56%	12	44.44%
October	16	3	13	2	6	1	4	0	13	6	46.15%	7	53.85%
November	17	2	15	1	9	0	5	0	15	8	53.33%	7	46.67%
December	21	5	16	0	10	0	6	5	11	4	36.36%	7	63.64%
<b>TOTAL</b>	<b>240</b>	<b>49</b>	<b>191</b>	<b>24</b>	<b>95</b>	<b>12</b>	<b>60</b>	<b>5</b>	<b>186</b>	<b>104</b>	<b>55.91%</b>	<b>82</b>	<b>44.09%</b>