

eCOGRA Annual ADR Report

1 October 2017 to 30 September 2018

DISPUTE VOLUMES	
Total Number of Disputes Received	895
Total Number of Domestic Disputes	895
Total Number of Cross-Border Disputes	0

DISPUTE STATUS	
Completed	589
Refused/Discontinued	306

DISPUTES BY TYPE	
Bonuses & Promotions	349
Deposits & Withdrawals	68
Disputed Bets	50
Game Fairness	35
ID Verification	80
Locked Accounts	91
Responsible Gambling	181
Game or Event Results	41

SYSTEMATIC PROBLEMS	
Bonuses	Disputes submitted for potential breaches in bonus and promotional rules remain the highest in volume. These disputes could be significantly reduced if gambling software alerted players when entering prohibited games or placing bets that exceed the maximum bet allowed while meeting the wagering requirements.
Regulatory Matters	The launch of GAMSTOP, the UK's national online self-exclusion scheme and the clarification of a 'gambling related dispute' by the Gambling Commission in the ADR Framework should have a significant effect on the volume of disputes submitted for consideration and refused due to it being a regulatory matter.

REFUSED DISPUTES	
Total Number of Refused Disputes	282
% Operator Dispute Process Not Exhausted First	31%
% Disputes Closed at the Player's Request	6%
% Player Communication Ceased	1%
% Frivolous or Vexatious Disputes	6%
% Operator Not Registered with eCOGRA	7%
% Dispute Claim Value Below Threshold	N/A
% Disputes Outside 12 Month Time Limit	4%
% Duplicate Dispute/Dispute Already Submitted	6%
% GB Gambling Commission Regulatory Issues	39%
% Too Complex/Requires Legal/Police Investigation	0%

DISCONTINUED DISPUTES**% of Disputes Discontinued for Operational Reasons**

2.6%

Reasons for Discontinuing Disputes

Disputes are discontinued if for operational reasons the dispute cannot be completed.

AVERAGE RESOLUTION TIME**Average Time Taken to Resolve Domestic Disputes**

34 days

RATE OF COMPLIANCE WITH RESOLUTION**Resolutions in Favour of the Player**

To the best of our knowledge, any resolutions made in favour of the player have been complied with. We strongly believe that if the resolution was not complied with the player would have contacted us again to receive an update.

ADR NETWORK CO-OPERATION

Not at Present