

eCOGRA Annual GB ADR Report

1 October 2020 to 30 September 2021

DISPUTE VOLUMES	
Total Number of Disputes Received	886
Total Number of Domestic Disputes	886
Total Number of Cross-Border Disputes	0

DISPUTE STATUS	
Completed	343
Refused/Discontinued	543

TOTAL COMPLETED DISPUTES BY TYPE	
Bonuses & Promotions	68
Deposits & Withdrawals	98
Disputed Bets	40
Game Fairness	3
ID Verification	54
Locked Accounts	35
Responsible Gambling	21
Game or Event Results	24

SYSTEMATIC PROBLEMS	
Deposits & Withdrawals	<p>18% of disputes related to operator requests for enhanced due diligence ('EDD'), including source of funds and/or wealth, in line with regulatory requirements.</p> <p>Consumers remain confused and/or concerned by intrusive requests for financial evidence and have complained that the checks should have been conducted when the account was first opened, providing them with the choice to either provide the information or decline and close the account.</p> <p>Additional guidance provided to consumers by operators and the Gambling Commission will be beneficial.</p>
Responsible Gambling	<p>The remit of the ADR service provider is to investigate transactional and/or contractual disputes only.</p> <p>Responsible Gambling disputes often leave vulnerable players caught in limbo as the ADR Service provider is unable to assist and the Gambling Commission cannot resolve or make decisions on complaints regarding gambling-related transactions.</p>

TOTAL REFUSED DISPUTES BY TYPE	
Total Number of Refused Disputes	539
Operator Complaints Process Not Exhausted First	329
Disputes Closed at the Player's Request	27
Player Communication Ceased	0
Frivolous or Vexatious Disputes	2
Operator Not Registered with eCOGRA	8
Dispute Claim Value Below Threshold	0
Disputes Outside 12 Month Time Limit	2
Duplicate Dispute/Dispute Already Submitted	33
GB Gambling Commission Regulatory Issues	127
Too Complex/Requires Legal/Police Investigation	11

DISCONTINUED DISPUTES

Number of Disputes Discontinued for Operational Reasons

4

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

36 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

Meetings with ADR Service Providers

eCOGRA have actively engaged with other ADR Service providers to discuss common issues and highlight areas of concern.

DISPUTE CONCLUSIONS

% Ruled in favour of the operator

60%

% Conceded by operator (either as a goodwill gesture or admission of fault) or compromise agreed with the player

38%

% Ruled in favour of the consumer

2%