



**GREAT BRITAIN GAMBLING COMMISSION
ANNUAL ALTERNATIVE DISPUTE RESOLUTION REPORT**

**COVERAGE PERIOD:
1 OCTOBER 2021 TO 30 SEPTEMBER 2022**

**CERTIFICATE NUMBER: E22ADR03
REPORT DATE: 28 OCTOBER 2022**

CONFIDENTIAL

DISPUTE VOLUMES	
Total Number of Disputes Received	911
Total Number of Domestic Disputes	911
Total Number of Cross-Border Disputes	0

DISPUTE STATUS	
Completed	379
Invalid/Discontinued	532

VALID DISPUTES BY TYPE	
Bonuses & Promotions	58
Deposits & Withdrawals	164
Disputed Bets	27
Game Fairness	4
ID Verification	37
Locked Accounts	44
Responsible Gambling	20
Game or Event Results	25

SYSTEMATIC PROBLEMS	
Deposits & Withdrawals	<p>There is a misunderstanding from consumers with regards to requests for enhanced due diligence ('EDD'), including source of funds and/or wealth, in line with regulatory requirements.</p> <p>Consumers are often confused and/or concerned by the request for financial evidence, as well as to the further request of identification in disputes where the documentation has not satisfied the operator's verification requirements. Additional guidance to consumers by the Gambling Commission and operators will help alleviate the need to escalate these complaints to an ADR.</p>
Operator Complaint Process Not Exhausted First	<p>There is a lack of understanding from Consumers as to when to escalate their disputes to the ADR, lack of communication, as well as understanding between the consumer and the operator is large contributor to this factor, additional guidance has been suggested to the operators.</p>

REFUSED DISPUTES	
Operator Complaint Process Not Exhausted First	366
Disputes Closed at the Player's Request	10
Player Communication Ceased	4
Frivolous or Vexatious Disputes	0

Operator Not Registered with eCOGRA	28
Dispute Claim Value Below Threshold	0
Disputes Outside 12 Month Time Limit	2
Duplicate Dispute/Dispute Already Submitted	21
GB Gambling Commission Regulatory Issues	93
Too Complex/Requires Legal/Police Investigation	8

DISCONTINUED DISPUTES	
Number of Disputes Discontinued for Operational Reasons	0
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	24 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 resolutions were 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	61.4%
Conceded by operator (either as a goodwill gesture or admission of fault) or compromise agreed with the player	37.2%
Ruled in favour of the consumer	1.4%