**ADR Entity Reporting - Annual Report**

Reporting period 1 October 2017 – 30 September 2018

ProMediate (UK) Limited

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| **Information as specified in regulations** | **Basic guidance** |
| 1. the number of domestic disputes and cross-border disputes the ADR entity has received; | 16 |
| 1. the types of complaints to which the domestic disputes and cross-border disputes relate; | 5 account closure following syndication in breach of terms  2 verification of identity closure of account  2 unauthorised access to account alleged.  2 self exclusion  1 use of relative's bank card to deposit funds when no mandate  4 entitlement to withdraw winnings and/or deposit and promotions |
| 1. a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity; | We are ADR provider to remote operators. The majority of complaints concern the return of deposits or payment of winnings from winnings following a breach of verification checks or syndication breaches of terms and conditions or terms of promotions. This should be assisted by the CMA report regarding unfair practices. |
| 1. any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders’ standards and to facilitate the exchange of information and best practices; | Verification checks could be completed before deposits paid. Bonus payments or winnings should not necessarily be dependent on wagering a deposit. |
| 1. the number of disputes which the ADR entity has refused to deal with, and percentage share of the grounds set out in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes; | We have not refused to deal with any disputes.   * Percentage split between the 6 categories of grounds for refusal in para 13 Schedule 3 -0% * Percentage not within ADR entity remit because of * Gambling Commission regulatory issue * Not the relevant gambling sector * Other * cases discontinued for non-operational reasons 0% |
| 1. the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation; | * n/a * n/a |
| 1. the average time taken to resolve domestic disputes and cross-border disputes; | Average time in days – average 12 days from notification – domestic only. |
| 1. the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures; | 100%  Customers would complain further if deposits not returned. |
| 1. the co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes. | N/a |

In addition, we request the following information, which is not included in the ADR Regulations:

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| 1. % of completed disputes ruled in favour of the operator | Percentage 75% (Not a ruling- recommendation followed) |
| 1. % of completed disputes ruled in favour of the consumer | Percentage 25% (Not a ruling -recommendation followed) |
| 1. % of completed disputes settled by the operator during the ADR body investigation | The percentage of cases where no formal ruling has been made because the operator and consumer have agreed to settle during the ADR process. 0% |

As competent authority for the gambling sector, we want to ensure that information provided in the annual reports is collated, presented and published in as consistent a manner as possible.

Please **submit the information in your report to James Cook at** [**JCook@gamblingcommission.gov.uk**](mailto:JCook@gamblingcommission.gov.uk)**, copying in** [**LCooke@gamblingcommission.gov.uk**](mailto:LCooke@gamblingcommission.gov.uk) **before you publish your report**, so that we can review for consistency.

**We will agree with you the most appropriate date for submission to us**, to make sure you can publish by 1 November.