**ADR Entity Reporting - Annual Report**

Reporting period 1 October 2019 – 30 September 2020

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;
 | 59 – 9 domestic 50 cross border |
| 1. the types of complaints to which the domestic disputes and cross-border disputes relate;
 | 1.account closure following syndication or duplicated ip addresses or multiple accounting in breach of terms2. verification of identity closure of account3.self exclusion4.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.  |
| 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 7 days domestic from notification average 6 days cross border |
| 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:

|  |  |
| --- | --- |
| 1. % of completed disputes ruled in favour of the operator
 |  (Not a ruling) |
| 1. % of completed disputes ruled in favour of the consumer
 | (Not a ruling) |
| 1. % of completed disputes settled by the operator during the ADR body investigation
 | 10% |

For annual report only - note that all fields relating to the annual report must be displayed on your website by 1 November each year.

k) 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;

Multiple accounting and syndication allegations are frequently raised to argue breach of the terms and conditions resulting in voiding of winnings and return of deposit.

l) 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

Terms and conditions could be made clearer and checks made before accepting a deposit. Terms of bonus offers could be made clearer. There could be better self exclusion processes between casinos operated by the same group. All of the complaints we have dealt with have concerned online casinos.

m) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;

 Insofar as we are aware the parties comply with the agreed outcomes.

n) the co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes.

 Not applicable