

ADR Entity Reporting - Information which an ADR entity must communicate to the relevant competent Authority every two years

Reporting period 1 October 2017 – 30 September 2019

NAME of ADR entity: ProMediate (UK) Limited

Information to be included in the biennial activity report.

Information as specified in regulations	Basic guidance	Annual Report Qs
a) the number of disputes received by the ADR entity and the types of complaints to which the disputes related	The main complaints revolved around bonus offers, cancellation of winnings as a result of breach of terms and conditions including multiple accounting and syndicates. Also ID verification and self exclusion were raised.	87
b) the percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached.		0%
c) the average time taken to resolve the disputes which the ADR entity has received	6.93	
d) the rate of compliance, if known, with the outcomes of its alternative disputes procedures	100	
e) any recommendations the ADR entity may have as to how any systematic or significant problems that occur frequently and lead to disputes between consumers and traders could be avoided or resolved in future	Perform verification checks before allowing a consumer to use an online casino.	
f) where the ADR entity is a member of any network of ADR entities which facilitates the resolution of cross-border disputes, an assessment of the effectiveness of its cooperation in that network.	N/A	
g) where the ADR entity provides training to its ADR officials, details of the training it provides	We provide mediator training as a CMC mediation training provider.	
h) an assessment of the effectiveness of an alternative dispute resolution procedure offered by the ADR entity and of possible ways of improving its performance.	The mediation procedure is effective in informing the consumer why the online casino is not offering compensation. This puts them in a good position to	

	decide whether to take matters further. This applies even if the case or complaint is not resolved.	
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