ADR provider quarterly/ annual reporting

ADR provider	ADR Group
Reporting Period	1st July 2024 to 30th September 2024
Quarterly return only*	Quarterly

**if Nil Return, then please submit your quarterly return now.*

<table>
<tr><td colspan="2" rowspan="2">a) No of domestic & cross border disputes received</td><td>Domestic</td><td>0</td></tr>
<tr><td>Cross Border</td><td>0</td></tr>
<tr><td colspan="2">b) Numbers of each type of complaint

Please list the actual number of each type of complaint you received.</td><td colspan="2">In relation refused refund
In relation to refused withdrawal
In relation to “GamStop”</td></tr>
<tr><td rowspan="11">c) Total number of disputes the provider refused to deal with
% share of the grounds set out in para 13 Schedule 3 of the ADR Regulations</td><td rowspan="2"></td><td>Consumer not contacted trader first</td><td></td></tr>
<tr><td>Dispute is frivolous/vexatious</td><td>0%</td></tr>
<tr><td rowspan="9"></td><td>Dispute is being/has been considered by another ADR provider/court</td><td>0%</td></tr>
<tr><td>Value is outside the provider's monetary thresholds</td><td>0%</td></tr>
<tr><td>complaint not submitted within time period</td><td>0%</td></tr>
<tr><td>dealing with the dispute would impair the effective operation of the body</td><td>0%</td></tr>
<tr><td>not the relevant gambling sector</td><td>0%</td></tr>
<tr><td>GC regulatory matter only (not a dispute)</td><td>0%</td></tr>
<tr><td>Discontinued for non-operational reasons (e.g., party withdrew)</td><td>0%</td></tr>
<tr><td>reasons for discontinuation if known</td><td></td></tr>
<tr><td>d) % of ADR procedures discontinued for operations reasons</td><td>0%</td></tr>
<tr><td colspan="2" rowspan="2">e) Average time taken to resolve disputes in days</td><td>Domestic</td><td></td></tr>
<tr><td>Cross Border</td><td>Days</td></tr>
<tr><td colspan="3">f) no of disputes completed in period</td><td></td></tr>
</table>

g) % completed disputes ruled in operator's favour	0
h) % completed disputes ruled in favour of the consumer	0
i) % completed disputes settled by the operator during the ADR process	%
j) average length of time taken to receive complaint file from operator (days)	Days

List of Operators registered under our scheme:

- Anakatech Interactive Ltd
- Betmate Limited
- Cardiff and Vale University Local Health Board General Purpose Charity
- Dalmoon Limited
- Fantasy Monster Ltd
- Hooton Bingo Ltd
- The Grand Appeal Lottery Society
- Remco Leisure Ltd
- Schlep Games
- Slots Trading Limited
- Star Amusements
- Sweepstake Technologies Ltd