

## **Comparative Annual Statistical Reporting**

Reporting Periods: 1 October 2016 – 30 September 2017 vs. 1 October 2017 – 30 September 2018

### **Independent Betting Adjudication Service (IBAS)**

#### a. Dispute Volumes

| Dispute Source   | 2016-17 | 2017-18 |
|--|---------|---------|
| Domestic Consumers to Domestic Operators   | 5817    | 5186    |
| Domestic Consumers to Overseas Operators   | 0       | 0       |
| <i>Overseas Consumers to Domestic Operators: NB - legislation requires that statistical data below relates to domestic disputes only</i> | 1369    | 1323    |

| Dispute Status       | 2016-17 | 2017-18 |
|----------------------|---------|---------|
| Completed            | 3767    | 3595    |
| Refused/Discontinued | 2050    | 1591    |

#### b. Types of Complaint

| Dispute Type                                  | 2016-17 | 2017-18 |
|---|---------|---------|
| Disputed Settlement Criteria/Bet Instructions | 1187    | 1554    |
| Price Dispute                                 | 676     | 661     |
| Late Bets                                     | 299     | 222     |
| Customer Identity                             | 747     | 698     |
| Bonus or Promotional Offer Terms              | 1195    | 629     |
| Cash Out Mechanism                            | 173     | 233     |
| Game/Machine Malfunction                      | 291     | 206     |
| Alleged Cheating/Match-Fixing/Crime           | 244     | 190     |
| Social Responsibility/Self-Exclusion          | 322     | 396     |
| Banking/Financial Transactions                | 338     | 174     |
| Customer Service Complaints                   | 157     | 132     |
| Others  | 189     | 90      |

#### c. Disputes Refused by IBAS

| Grounds for Refusal                             | 2016-17 | 2017-18 |
|---|---------|---------|
| Operator's Complaints Process Not Exhausted     | 412     | 172     |
| Vexatious/Frivolous Dispute                     | 166     | 144     |
| Monetary Value Too Low/High                     | 0       | 0       |
| Dispute Outside 12 Month Time Limit             | 32      | 10      |
| Too Complex/Requires Legal/Police Investigation | 158     | 77      |
| Regulatory Matter (e.g. self-exclusion)         | 356     | 431     |
| Operator Not Registered with IBAS               | 285     | 67      |
|   |         |         |
| Customer Communication Ceased                   | 625     | 685     |
| Operator Licence Revoked/Surrendered            | 16      | 5       |

d. Dispute Process Discontinuation

| Grounds for Discontinuation              | 2016-17       | 2017-18       |
|--|---------------|---------------|
| Technical/Procedural Discontinuation     | 0             | 0             |
| Customer/Operator Communication Ceased   | See Section e | See Section e |
| Operator Concession or Compromise Agreed | See Section j | See Section j |

e. Average Dispute Completion Times

| Dispute Completion Time (days)*                       | 2016-17 | 2017-18 |
|---|---------|---------|
| Domestic Disputes                                     | 46      | 54      |
| Cross-Border Disputes (UK citizen to non-UK operator) | N/A     | N/A     |

\* In accordance with ADR legislation, this is recorded as the time taken from the point at which the dispute file was completed to the point of an adjudication being published. It does not include time taken to gather evidence from both disputing parties.

f. Rate of Compliance with ADR Decisions

| Rate of Compliance | 2016-17 | 2017-18 |
|--------------------|---------|---------|
|                    | 100%    | >99%    |

g. Cooperation With Other ADR Entities (None at Present)

IBAS has not formed any network of cooperation with any non-UK EU-based ADR entity.

h. Dispute Outcome Statistics

| Dispute Conclusions  | 2016-17 | 2017-18 |
|--|---------|---------|
| Ruling In Operator Favour  | 1,773   | 1,923   |
| Consumer-satisfactory pre-ruling outcome achieved, e.g. by agreed settlement or concession | 1,495   | 1,445   |
| Ruling in Consumer Favour  | 499     | 227     |

**Notes**

- A new IBAS website was introduced in November 2017. One of its aims was to reduce the number of misdirected requests for adjudication, by providing more tools to assist potential disputants with advice and information about where their complaint should be directed. The site also reminds visitors of the importance of ensuring that a gambling operator's internal complaints process is exhausted before approaching an Alternative Dispute Resolution service
- The initial findings of the Competition and Markets Authority (CMA) investigation into unfair terms in the online gambling market were published in February 2018. This resulted in the publication of minimum standards for the advertising and promotion of 'bonus' offers. The initiative appears to have been successful judged on significantly falling dispute numbers in this area. The statistics in the period from 1 March to 30 September strongly suggest that – generally speaking – operators have responded by improving the clarity of the key terms and conditions that govern these offers, rather than maintaining sometimes inadequate or unfair approaches which were the basis of a higher volume of rulings in consumers' favour in 2016-17