

## Summary of Complaints

| Nature of Query/Complaint                          | 2015      | 2016      | 2017      | 2018      | 2019      | 2020      | 2021      | 2022      | 2023      | 2024      |
|----------------------------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Retailer Equipment Malfunction / Draw Postponement | 3         | 4         | 5         | 2         | 1         | 6         | 2         | 1         | 0         | 0         |
| Retailer Complaint                                 | 2         | 1         | 2         | 2         | 3         | 10        | 5         | 5         | 4         | 3         |
| Online Experience                                  | 11        | 19        | 9         | 9         | 12        | 25        | 25        | 18        | 13        | 13        |
| Game Design/ Price                                 | 9         | 13        | 10        | 7         | 11        | 1         | 6         | 10        | 10        | 8         |
| Expired Scratch cards                              | 3         | 10        | 3         | 5         | 1         | 1         | 1         | 2         | 1         | 2         |
| Information Provided                               | 2         | 5         | 4         | 5         | 4         | 17        | 15        | 11        | 6         | 7         |
| Quality of Materials                               | 0         | 1         | 0         | 1         | 0         | 0         | 1         | 1         | 0         | 0         |
| Not Related to the National Lottery                | 1         | 0         | 1         | 3         | 7         | 2         | 0         | 1         | 0         | 2         |
| Unprecedented Lotto Jackpot Rollover               | 0         | 0         | 0         | 0         | 0         | 0         | 20        | 0         | 0         | 0         |
| <b>Total</b>                                       | <b>31</b> | <b>53</b> | <b>34</b> | <b>34</b> | <b>39</b> | <b>62</b> | <b>75</b> | <b>49</b> | <b>34</b> | <b>35</b> |
| Resolution of Complaints                           | 2015      | 2016      | 2017      | 2018      | 2019      | 2020      | 2021      | 2022      | 2023      | 2024      |
| ORNL Responded Directly                            | 19        | 23        | 11        | 13        | 20        | 42        | 39        | 28        | 20        | 5         |
| Operator Responded Following Contact from ORNL     | 12        | 29        | 19        | 12        | 11        | 20        | 33        | 18        | 11        | 27        |
| Ongoing as of 31 December                          | 0         | 1         | 4         | 9         | 8         | 3         | 3         | 3         | 3         | 3         |