Summary of Complaints

Nature of Query/Complaint	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Retailer Equipment Malfunction / Draw Postponement	3	4	5	2	1	6	2	1	0	0	0
Retailer Complaint	2	1	2	2	3	10	5	5	4	3	5
Online Experience	11	19	9	9	12	25	25	18	13	13	10
Game Design/ Price	9	13	10	7	11	1	6	10	10	8	7
Expired Scratch cards	3	10	3	5	1	1	1	2	1	2	0
Information Provided	2	5	4	5	4	17	15	11	6	7	5
Quality of Materials	0	1	0	1	0	0	1	1	0	0	0
Not Related to the National Lottery	1	0	1	3	7	2	0	1	0	2	1
Unprecedented Lotto Jackpot Rollover	0	0	0	0	0	0	20	0	0	0	0
Total	**31**	**53**	**34**	**34**	**39**	**62**	**75**	**49**	**34**	**35**	**28**

Resolution of Complaints	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
ORNL Responded Directly	19	23	11	13	20	42	39	28	20	5	11
Operator Responded Following Contact from ORNL	12	29	19	12	11	20	33	18	11	27	15
Ongoing as of 31 December	0	1	4	9	8	3	3	3	3	3	2