

## Summary of Complaints

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