

Platform to Business Complaints Report

129 cases closed for the period covering 1 July 2021 to 1 July, 2022.

91% of all cases were resolved.

Of the resolved cases:

74% were resolved in 5 days or less.

14% of cases were resolved in 10 days or less.

12% of cases were resolved in more than 10 days.

Types of cases:

Verification of Host Account: 75 cases (58% of total)

Account and Listing Suspensions: 18 cases (14% of total)

Technological Issues: 19 cases (15% of total)

Service and Product related Complaints: 17 cases (13% of total)

We have received no mediation requests to date.

Previous report (Published in July 2021)

51 cases closed as of 1 July, 2021 since the Regulation came into effect.

92% of all cases were resolved.

Of the resolved cases:

64% were resolved in 5 days or less.

87% of cases were resolved in 10 days or less.

13% of cases were resolved in more than 10 days.

Types of cases:

1. **Verification of Host Account:** 24 cases (47% of total)
2. **Account and Listing Suspensions:** 16 cases (31% of total)
3. **Technological Issues:** 7 cases (14% of total)
4. **Service and Product related Complaints:** 4 cases (8% of total)

We have received no mediation requests to date.