

Public comment for the Dec. 20, 2024, OSL Commission meeting

Subject: Public Comment - Formal Complaint

Hello Lottery Commission and directors,

I'm informing you of the lack of respect, customer service, timely responses and generally disgust from several Oregon residents who pay taxes and are customers of DraftKings Sport Book Oregon Lottery official vendor.

The lack of respect and customer support that includes no communication directly with the vendor is unacceptable.

The return times on email communication is the worst in the industry. Almond with that any kind of account update is usually handled over weeks of back and forth repetitive and difficult questions and answers that are the same over and over again. With no update or access provided. If I change their email or phone number the likelihood that update can be forwarded to DraftKings will take weeks instead of minutes which is the industry standards. Their total disregard for customer is obvious and evident in the lack of available direct communication availability. They claim open 24/7! Well that is completely false misrepresenting the claim with chat response that takes days not 24/7!

They have a shady inconsistent log in protocol that is not user friendly!

Why do they get to be the vendor for sports action, sportsbook in the state of Oregon??

What are their customer support responsibilities to meet the vendor standards for the state of Oregon?

Are you holding them accountable?

What is the oversight?

I expect a timely response with details, because this farce is gone too far.

Also you have no Formal Complaint email account or phone number? Why?

What is the actual contract timeline? With DraftKings.

Name Jesse Murray

Oregon resident and upset tax payer who has the ability to take this matter first if there is an unsatisfactory response.

DraftKings is aloof and does not respect Oregon citizens and customers.

Best

Jesse Murray