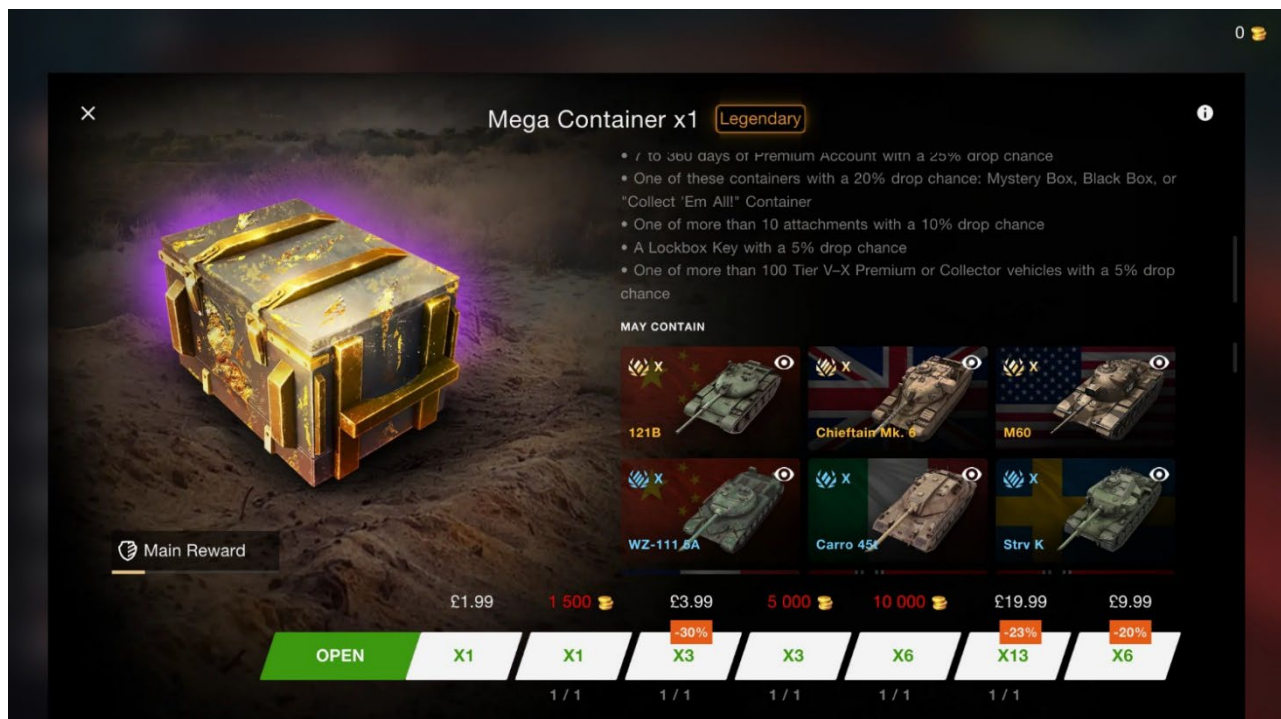


DECISION **FIRST INSTANCE JURY**

Our Reference	EASA CBC Case 6884
Complaint by	Consumer
EASA Cross Border Complaints System	Forwarded to CARO by the UK Advertising Standards Authority (ASA)
Advertiser	Wargaming / World of Tanks
Decision issued	Tuesday 7 November 2023

Issue / Complaint:

"Wargaming are falsely advertising a 5% chance loot box for obtaining 1 of more than 100 tanks whilst at the same restricting said loot table to a 0.03% chance to drop said 100+ items."



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Mega Container Legendary

	COMPENSATION FOR DUPLICATES	DROP CHANCE
X 121B	6 000 000	0.03%
X Chieftain Mk. 6	6 000 000	0.03%
X M60	6 000 000	0.03%
X WZ-111 5A	7 500	0.03%
X Carro 45t	7 500	0.03%
X Strv K	7 500	0.03%
X AMX 30 B	7 500	0.03%
X Kpz 50 t	7 500	0.03%
X VK 90.01 (P)	7 500	0.03%
X Super Conqueror	7 500	0.03%
X FV217 Badger	7 500	0.03%

Advertiser's Response:

«The complaint relates to Mega Containers which were offered in World of Tanks Blitz in September – start of October and are not available right now.

Containers are a type of loot boxes, which is a traditional monetization mechanics for free-to-play games like World of Tanks Blitz. When purchasing and opening a Container, a player receives a randomized set of game items such as gold, experience, or – if the player is lucky – a premium or collector vehicle.

The Container description (1-st screenshot) states that the player can receive “one of more than 100 premium or collector vehicles with 5% drop chance”. This is correct. When a container is opened, the probability (i.e. “drop chance”) to get such a vehicle equals 5%.

If the player needs more detail, by pressing the info button in the description he/she can access the full list of all available items (2-d screenshot). This list contains drop chances for each individual item that can be obtained, including all the vehicles. As there are 155 vehicles that can drop, and each has an equal drop chance, the probability to obtain each specific vehicle upon one container opening is $5 \div 155 = 0,03$.

In summary, both numbers are correct: the chance to get a premium or collector vehicle is 5%, while the chance to get a specific vehicle from the list is 0,03%.

We are confident that our advertisement meets the guidelines set by CARO and adheres to the principles of advertising. This is further supported by the fact that our customer support team received no complaints about the drop rates when this offer was run.»

Jury Assessment:

1. The jury carefully considered all the information presented to them.
2. The jury believes that there is no misrepresentation of the offer. As stated by Wargaming, both numbers are correct - the total chance to get a premium or collector vehicle is 5%, while the chance to get a specific vehicle from the list is 0,03%.
3. To ensure that all consumers understand the offer, the Jury would recommend the addition of a phrase in the 2nd screenshot which would clearly spell out what is stated above. However, its absence does not make the presentation of the offer misleading.

Appeal to the Review Jury is provided for in the Regulations of the latter (article 1). A review request is made in writing with reference to the initial complaint and the decision of the First Instance Jury, within 15 working days from the dispatch of the decision of the First Instance Jury to the parties involved.

Please note that filing an appeal does not suspend the decision of the First Instance Jury; the Review Jury will not discuss cases if there has been no compliance with the decision of the First Instance Jury by the party filing the appeal.