

PRESS RELEASE

## **Cyber-bullying in E-sports and Gaming: Innovative Countermeasures Take Effect**

A survey among e-sports players on the scope of and solutions to toxic player conduct

Berlin, 15th December 2021

*The games market continues to achieve all-time sales records, while competitive gaming in e-sports continues to inspire millions of people. Yet competitive gaming in particular has its downsides: Toxic behaviour among aggressive gamers\* is common and weighs heavily on gaming communities. The GoBIG League, operated by Berlin International Gaming and official partner in Counter-Strike: Global Offensive (CS:GO) for the DACH region of the gaming platform FACEIT, has collaborated with online identifier WebID in developing solutions for effective protection against smurfs, cheaters and trolls. A survey conducted among CS:GO gamers now provides insights both into just how afflicted they are by toxic behaviour and into the success of the countermeasures so far.*

### **The Problems Relating to Cheaters, Smurfs and Trolls**

Only a little over 10% of those surveyed reported that they had yet to encounter negative experiences while playing an online game. By contrast, almost 90% have either suffered insults, harassment and threats, or else experienced fellow players competing against their own team, playing unfairly or with significantly superior skills. There is a consensus with regard to the consequences: 98% of the players would like to see a consistent sanctioning of unfair players, while the majority are in favour of a ban.

### **Player Verification in Lieu of Anonymous Accounts**

To create a positive gaming atmosphere, the makers of the GoBIG League and WebID devised two solutions: Player Verification and the "WebID No Toxicity Rating". Those registering for the league first identify themselves in a concise online process via the fully automated identification solution WebID AI Ident. This unique, personal identification effectively prevents the creation of multi-accounts as are required for anonymous toxic behaviour. With the No Toxicity Rating, verified accounts are downgraded in the event of rule violations, which results in disqualification from wins and game in suspensions. Toxic behaviour thus has immediate consequences for the aggressive player.

### **Follow the Example**

This innovative approach has been met with a positive response by the community: 75% of respondents would also like to see the "WebID No Toxicity Rating" introduced into other leagues. Moreover, the approach presents no complicated obstacles, as more than 90% of the CS:GO gamers interviewed regard the identification process as transparent.

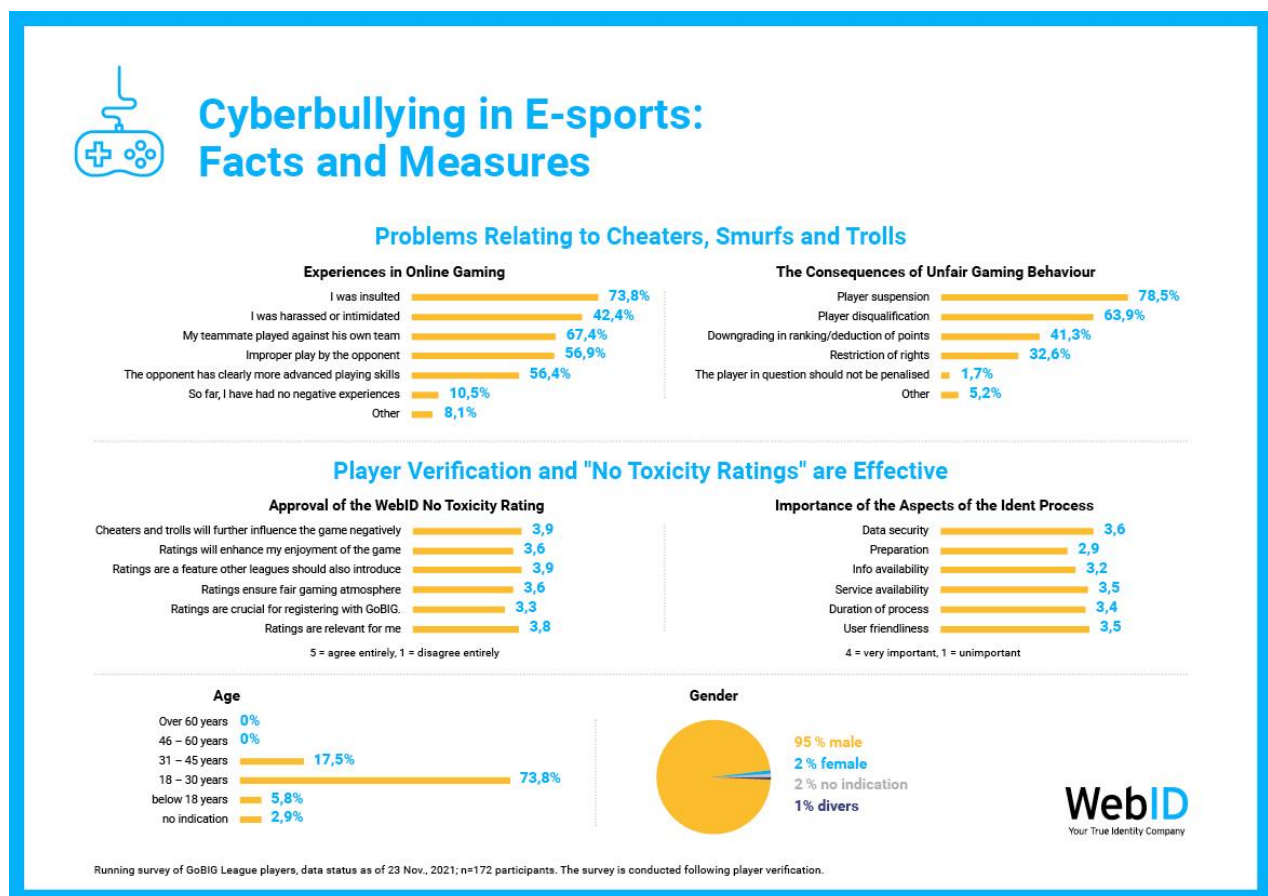
In the words of Christian Chmiel, Chief Operating Officer at Berlin International Gaming and Head of the GoBIG League: "We are truly grateful for such a positive response and that the community recognises and appreciates our joint efforts. This shows that WebID's verification solution is both well-suited to e-sports and well-received by the players as a valuable tool for a more enjoyable gaming atmosphere. We hope this response signals a positive trend among other tournament organisers, e-sports leagues and the online gaming industry as a whole."

To quote Frank S. Jorga, co-CEO and founder of WebID adds: "We are proud to have partnered with BIG in creating effective measures to counter toxic behaviour and to improve the experience of e-sports gaming. The positive experiences among gamers of CS:GO ought to have an impact

on the entire industry, enabling people of all genders and ages to enjoy gaming free of the anxiety associated with cyberbullying. As a partner in the scene, we will play our part in establishing such safety standards by providing our solutions.”

### The Importance of Data Security

In addition to the discoveries relating to cyberbullying and the efficacy of countermeasures, the survey also sheds light on fundamental aspects of online processes. For almost 90% of e-sportsmen surveyed, the security of their data is the single most important feature of the identification process: Here, the technology adopted is compelling, with 86% rating data security as very good or good.



Survey results, also see appendix.

### Contact

Melanie Rinollo | Public Relations  
[melanie.rinollo@webid-solutions.de](mailto:melanie.rinollo@webid-solutions.de)  
 +49 151 42221651

### About WebID AI Ident

AI Ident is WebID’s fully automated identity verification tool featuring AI and biometrics. With this tool, companies are able to verify the identity documents and identities of their customers in order to protect against online fraud and to facilitate the digital know-your-customer process. Due to artificial intelligence and biometrics, the process is exceptionally rapid and secure in application, and also complies with data protection regulations in compliance with the German

Data Protection Regulation (DSGVO). The security of WebID AI Ident is founded not least on WebID's leading edge in terms of experience in online identification. With its user-friendly process design, the solution is well-suited for all online services that seek to display fraud-proof onboarding or check-out processes.

### **WebID Solutions GmbH**

WebID is the pioneer of online identification in compliance with the German Money Laundering Law. With its invention of video identification in 2012, the company created a completely new market segment. To this day, WebID sets the standard for innovative identification methods, as seen last 2020 with the invention of a fully automated identification via online banking in compliance with the German Money Laundering law.

With 18 million transactions, WebID is one of the largest providers of online identifications in Europe. With the headquarters located in Berlin, Hamburg, Solingen and Kiel are the other main WebID sites in Germany. Others are located all over the globe. The extensive product portfolio includes numerous solutions for legally compliant online contract signatures and digital know your customer processes: from the fully automated transaction using artificial intelligence to video identification. In the area of identity management, WebID is entrusted with more than 8 million digital identities as of August 2021. As a digital ecosystem for companies, service providers, institutions and consumers, the Global Trust Technology Platform GTTP is provided by WebID for worldwide utilization of online identification processes, online fraud protection and online contract signatures.

WebIDs customers include Air Plus, Allianz, AMAG, Barclays, BAWAG-Group, BNP Paribas, Check24, DKB, Entrust, GoBIG League, ImmoScout24, ING, MMOGA, Santander, Skillshot, Sparda-Banken, Swisscom, Targobank, Trade Republic, Vodafone, West Lotto and many more.

For further information, please visit [www.webid-solutions.de](http://www.webid-solutions.de).

### **About the GoBIG League**

The GoBIG League is a joint project launched in 2020 by the Berlin esports organisation Berlin International Gaming and FACEIT, one of the world's major operators of both professional and amateur e-sports competitions.

In the popular computer game Counterstrike: Global Offensive, the GoBIG League brings together players from Germany, Austria and Switzerland and, with almost 30,000 registered players, is one of Europe's largest gaming platforms of its kind.

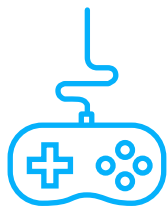
### **BIG**

With its headquarters in Berlin, Berlin International Gaming, known internationally by the acronym BIG, is one of the most successful European e-sports organisations. At present, the German association fields professional teams and players in ten different titles, including League of Legends, CounterStrike: Global Offensive, Quake Champions, Trackmania, Valorant, StarCraft 2, Clash Royale and Brawl Stars, each of which are ranked among the best in Germany and Europe.

The organisation's signature game is the glorious Counterstrike: Global Offensive Team headed by team captain Johannes "tabseN" Wodarz. With viewer ratings in the upper millions and filled arenas, Counterstrike is one of the hottest and most prestigious titles in e-sports. Since 2017, the German team has managed to establish itself among the world's leading players and has celebrated numerous notable successes. As well as securing the DreamHack Masters Summer 2020 and the CS\_Summit 6 Europe by achieving first place in the world rankings in 2020, the second place at the ESL One Cologne in the Lanxess Arena in Cologne still remains in the

memory of countless fans to this day.

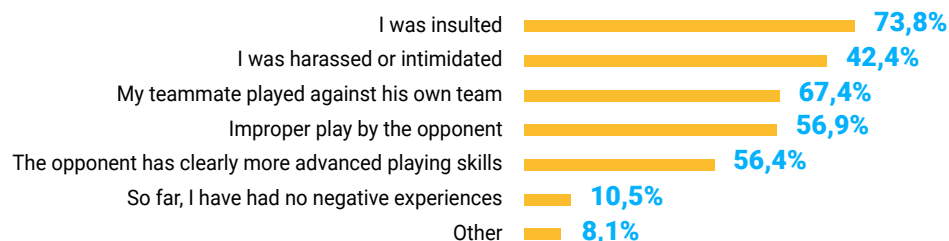
Besides the acquisition of a BLAST Premier Partner Slot in January 2021, BIG managed to acquire a Partner Slot in the ESL Pro League in October 2021 following a competitive bidding process. All in all, thus far BIG's professional teams have won more than USD 1,800,000 million in prize money.



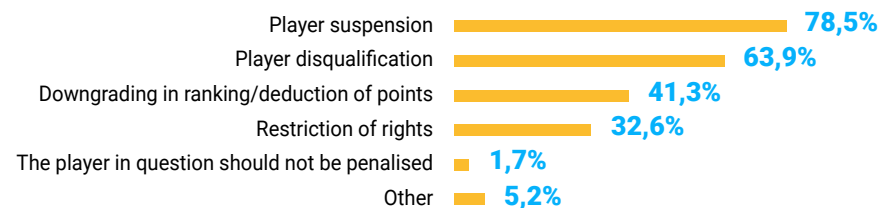
# Cyberbullying in E-sports: Facts and Measures

## Problems Relating to Cheaters, Smurfs and Trolls

### Experiences in Online Gaming

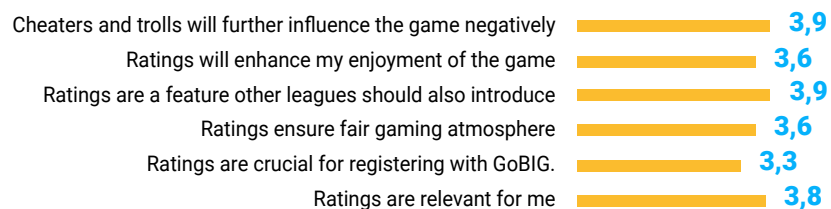


### The Consequences of Unfair Gaming Behaviour



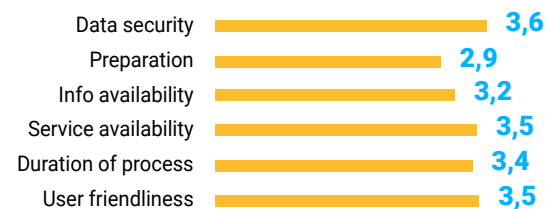
## Player Verification and "No Toxicity Ratings" are Effective

### Approval of the WebID No Toxicity Rating



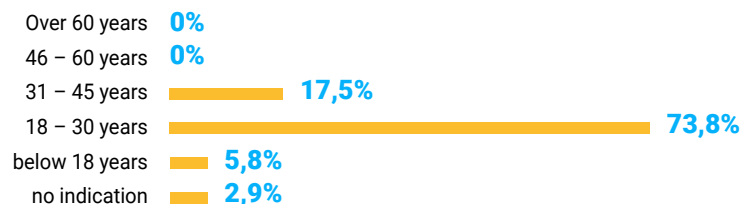
5 = agree entirely, 1 = disagree entirely

### Importance of the Aspects of the Ident Process

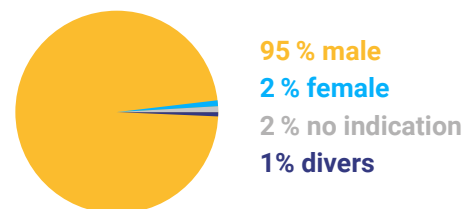


4 = very important, 1 = unimportant

### Age



### Gender



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