

## Spiel

**B1: Warum verärgert ihr bewusst durch nachträgliche Wertveränderungen einzelner Bestandteile dieses Spiels eure Kunden, brecht gültiges Recht und beschneidet euren eigenen Umsatz und die Rendite durch diese und andere Handlungen, wie z.Bsp. das nicht wechselnde Plakat?**

**Why are you upsetting your users by changing so many mechanics/features of Farmerama after being implemented? Why are you breaking existing laws and cut your profit/income by all these actions e.g. not changing the billboard in the city?**

Let us start with responding to the first question: This has been an unfortunate experience for us. We changed the behavior of the mill and the valentines cloud row due to economy issues. Our original objective was to bring more gameplay to the mill and the make the feature more accessible. We really believed that the idea of being able to queue crafts would be well received by the community. However, in order to do this we had to remove partial delivery of crafts. It would have significantly hurt the game's economy otherwise. The same reasoning applies to the valentine's cloud row. The entire experience was very tough for us and we've learned immensely from it. We worked tirelessly during the period to fix the issues as best as we could and we've compensated all users and even rewarded additional slots in the mill for free. There were also multiple Producers' newsletters written on this topic. We assure you that no more gameplay changes will be introduced to existing mechanics in the game and we're going to run all new ideas and changes by our players before we even consider implementing them.

Regarding the offers in the Billboard, we do have plans to improving this and providing new offers however this is a lower priority as we have other exciting features that need to be implemented before we work on the billboard offers. We appreciate your patience.

**B2: Warum wurde die Stallrune am BdW entwertet, so dass sie nicht mehr auf Werkstuben wirkt? Wird es einen Ausgleich dazu geben? Wenn ja, welchen und wann wird das eingeführt werden?**

**Why did you change the stablemaster rune (it is not affecting workshops anymore)?**

**Do you plan a compensation or adjustment? If yes, what will it be and when will it be implemented?**

We are sorry for the inconvenience however, the behavior is as we intended and believe there is no need for a compensation here. Stables and Workshops are two separate entities. One produces the animal and the other the product. Therefore from a design and balancing perspective it makes sense to provide the Stable bonus to stables and likewise the workshop bonus to workshops. Going forward, we do not want issues when we decide to introduce new buffs for these categories.

**B3: Wann wird die Behebung der Rechenprobleme bei der Mühle erfolgen? Bei demnächst auslaufendem Abo werden falsche Zeiten berechnet.**

**There are calculation issues in the mill (if a subscription will expire soon, the times are not calculated fair) – when are you planning to adjust this?**

As per our knowledge, all bugs with the mill have been fixed and compensated. If you still have issues, please contact support.

**B4: Was ist der Sinn der Begrenzung bei Dünger auf dem Markt? Diese Begrenzung auf 100 Stück/Angebot ist aus Kundensicht nicht tragbar und dem Spielspass abträglich. Daher wird eine Änderung gewünscht, so dass man den Dünger in der Kapazität seines Misthaufens auf dem Markt einstellen und auch kaufen kann. Es sollte auch möglich sein, ein Angebot zu kaufen, welches grösser ist als die eigene Kapazität des Misthaufens, allerdings sollte dieser Dünger dann verfallen.**

**What is the point of the limit for the dung on the market? From customer perspective, the limit of 100 pieces/offer is unacceptable. That's the reason why it should be changed: we want to offer and buy according to the capacity of our dung hills. It should be also possible to buy more than your own capacity – but this dung should lapse then.**

This change was introduced to protect the dung economy in the game. We understand that you are not happy with it. However, this is a change that is very much needed for the market and its future.

B6: Es ist gewünscht die Anzeige der Uhrzeit bei den WL's auf HH:MM zu erweitern. Dies dient der besseren Planbarkeit. Bis wann kann dieser Wunsch umgesetzt werden?

It's a community wish to change the timer for the cloud rows to hh:mm format, to allow players to plan and organize them in a customer friendly way. When are you able to implement it?

Work on this feature is currently in progress. As for an exact timeframe we cannot comment on that at the very moment. Rest assured this is something we have been considering as well. This will part of the Cloud Row Harvest/Beanstalk rework.

B7: Es ist gewünscht die Anzeige der Uhrzeit bei der Eventuhr auf HH:MM zu erweitern. Dies dient der besseren Planbarkeit. Bis wann kann dieser Wunsch umgesetzt werden?

It's a community wish to change the event timer to hh:mm for a customer-friendly planning. When are you able to implement it?

Thank you for the suggestion. We will consider this.

B8: Es ist eine Stellungnahme zum Thema Beschneidung der Wirkungsweise der Mühle gewünscht. Dies bezieht sich auf die Laufzeitänderungen im Zusammenhang mit der WL und/oder Rune. Warum wurde dies notwendig, da doch die WL ein Kaufitem war mit einer zugesicherten Wirkungsweise?

The (DE) community wants a statement regarding the changes of the mill (nerfing of the mill booster's effects), especially regarding the changes of the Valentine's cloud row and the rune. Why was this necessary as the cloud row was on sale with a different advertised effect?

The current behavior of the cloud row was always the behavior we intended. We mentioned this in the original tool tip as well. However this led to a communication issue in the game and on our forums, we take complete responsibility for it and apologize deeply. The change was needed to protect the superfeed economy and the mill. It has hurt us that our users were and are still disappointed by this. I hope over time we will earn your trust again.

B9: Es ist eine Stellungnahme zum Thema Teilmengenproduktion bei der Mühle gewünscht. Warum ist es nicht mehr möglich, dass in der verstrichenen Zeit produzierte Futter bei Abbruch zu bekommen?

The (DE) community wants a statement regarding the partial production of the mill. Why isn't it possible anymore to receive the food which was produced if you cancel the production after a while?

The buff system and bonuses therein is currently calculated on the entire queue in order to provide the player with the benefits the buffs the game have to offer. If and when a player decides to cancel a particular queue a partial calculation of this buff is not possible from our side and even if we were to do something on these lines the amount produced will be on a lesser level than displayed in the Mill when it was queued. This would cause further confusion and issues to our players and therefore we decide to keep this even across the board. Please understand, that these decisions were made to protect the tech health and the economy of the game.

B10: Warum sind die Werte für die sofortige Fertigstellung der Futterproduktion so hoch?

Why are the prices for the instant finishing in the mill so high?

Thank you for your feedback. We are investigating this topic and will get back to you when the time is right.

B11: Sind Werte und Wirkungen von Kauf-Features weiterhin ohne Angabe von Gründen veränderbar? Wie ist sichergestellt, dass zukünftig keine nachträglichen Änderungen bei Kaufitems erfolgen kann?

Are the effects and values of sale features liable to changes, without a given reason? How can we be assured that there will be no changes after an item is on sale?

We're extremely sorry for the inconvenience we've caused you with the changes. It's not our intention to change effects of any feature. We hope that the compensation and explanation assures you. We are trying our best to not disappoint you again.

**B12: Die Wolkenlinien werden nach einem Besuch nicht mehr aktualisiert, man muss erst nochmal das Spiel mit F5 aktualisieren bevor man die Zeiten sehen kann. Bis wann wird es hier eine Verbesserung geben?**

The cloud rows aren't refreshed, you have to reload the game before you can see the current timers. When will you improve it?

We are already having a deeper look into this issue, and hopefully we will find a permanent solution as soon as possible.

**B13: Wird es mehr Platz für die vielen Sonderställe, Bäume etc. geben und wenn ja, bis wann wird dies realisiert werden?**

Will you implement more space for all the new stables, trees and so on and if so, when will you do it?

This has been our intention for the longest time. We spoke about our vision for the game in earlier newsletters and discussed concepts like new playfields and features like storage quarters. But also experience has taught us that we can't promise you an exact date of when to expect it. We have many obstacles when it comes to introducing such features but I assure you that more space and storage quarters are our highest priority at the moment.

**B14: Wann kommt das schon lange versprochene Riff?**

Coral Reef: you promised it long time ago. When will it be implemented?

We understand you're eagerly waiting for Coral Reef. This has been in the works but we encountered some obstacles while working on the feature. Truth be told, we realized that the feature was adding an extended level of complexity in the game and we are reworking it in such a way so that it would fulfill our long term vision for the game. More importantly, the community has repeatedly asked for space and higher priority features like the cloud row harvester. All of these including Coral Reef are in the works and we will introduce them to the game soon. Building these features involve a lot of work and we're focusing on doing what's right for the game and making sure these features are bug free. They will take some time. We are sorry for keeping you waiting.

**B15: Wird es zukünftig eine Berücksichtigung der Low-Level-Spieler bei Events geben? Z.B. bei dem Event „Der Leuchtturm ruft“ wurden in der Aufgabe 2 schon Bienen gefordert, was vom Spielstand her kleinere Spieler ausschliesst.**

Do you plan to consider low level players for events? E.g. the Switzerland event quest requested bees in the second step – low level players couldn't take part in it.

We most certainly do consider low level player for events. However, that said, certain events are tuned to cater to our high level players to provide them with a challenge as well and try to bring about a good balance for both our player groups. Rest assured, the design team is working hard, on a system which will cater to both player groups in the same event in the near future.

**B16: Warum bekommen Kunden die noch nie etwas gekauft haben so viel bessere Kaufangebote als Kunden die schon jahrelang kaufen?**

Why are you offering non paying users much better offers than to your customers who have been paying for years?

Thank you for the feedback. We did do a special sale for non-paying users but truth be told, we've always focused on elder players and long term players. We've introduced a bunch of sales and convenience features to existing paying users in the game. The Real Currency sale is the best example of that. Like we've mentioned, reworking the billboard offers is also in the works.

**B17: Wird es eine Änderung der levelabhängigen Gewinne bei den mysteriösen Bäumen bzw. Ställen geben, so dass z.B. kein Hühnerstall für einen Spiele mit Level 90 kommt? Wenn ja, wann wird dies umgesetzt werden?**

Will you change the level per interest rewards of the seedlings to avoid a level 90 user to get a chicken stable? If so, when will it be implemented?

We had a look at the item distribution and indeed found that some of the items do range too far up in the level curve. We will be applying changes to the system in order to fix this. However please understand that we can't commit to a date. This task is in progress.

**B18: Wird es eine Überarbeitung des Alchimisten geben, da dieser im Verhältnis der Waren zum Nutzen nicht rentabel ist? Wann wird dies umgesetzt werden? Werden die Produkte des Alchimisten auf dem Markt mal handelbar sein?**

**Will you rework the alchemist? If yes, when will it be implemented? Will we be able to sell the products of the alchemist on the market?**

Yes, we are working on this, but we cannot give you an exact date and details as we are still in the early stage of the concept. Keep in mind that adding more space and cloud row harvester is higher priority.

**B19: Was ist generell mit dem Handwerksviertel zukünftig geplant?**

**What are your general plans for the artisans village?**

We have added a rework of the Artisans Village in our pipeline. What does this mean for our players? We are striving to make the Artisans village have a better effect on the gameplay and have more content that provides you with a variety. There will be more recipes added as well. As for the release, we have set higher priorities on a certain few features, and hence we cannot comment on when this change would go live.

**B20: Bleibt es dabei, das bei Stufe 5 bei den Handwerken Schluss ist, oder wird es weitere Stufen und Rezepte geben und wenn ja wann werden diese eingeführt werden?**

**Will it be like now that the professions have 5 levels or will there be more levels and recipes and if so, when will it be implemented?**

There will defiantly be higher levels to this. Please refer to the previous answer.

**B21: Werden, wie ursprünglich mal erwähnt, mehr Handwerksberufe hinzukommen und hat man diesbezüglich schon Ideen?**

**Will there be more professions as promised and if so, do you have ideas already?**

There will be updates to the artisan village in the future but as of yet there are no specifics available and we have unfortunately no exact dates for you at the moment.

**B22: Ist eine Überarbeitung des Mentorensystems geplant und wenn ja wann wird das umgesetzt?**

**Do you plan to rework the mentoring and if yes, when will it be done?**

We mentioned in one of our earlier newsletters that mentoring re-work was on hold. We currently do not have an update on that but we plan to revisit this topic once we've implemented higher priority features like the cloud row harvester and adding more space to the game. Our admins and moderators will give you a survey when the time is right so we can learn your needs for mentoring. We are aware that the mentoring shop is very crucial for you and we have a vision as to how we can make it more accessible. Please wait for the survey and we will revisit the topic when the time is right.

**B23: Warum kommt bei jedem Einloggen das Newsfenster? Kann das insofern beschränkt werden, dass es nur bei wirklichen News (z.B. Events, Kaufaktionen etc.) kommt?**

**Why is the news screen appearing with every log in? Could it be adjusted that only the "real" news are appearing (like events or sales)?**

Thank you for your feedback. The news screen is one of the best tools we have to inform our users about new content in the game. We are reworking the design and focusing on how this screen can show relevant information to our users. We're currently against the idea of adjusting it as it could bring about a communication barrier between the game and the users.

**B24: Warum kommt die Abfrage nach den Speichervorgaben des Caches ständig?**

**Why is the question of the „memory demands of the caches“ appearing again and again?**

This usually happens if flash is not allowed to store any data in the flash cookie. To solve this problem, right click on the game field and open the settings from the menu. Open the “Local storage” tab (middle tab with the folder symbol), and move the slider to at least 10kb. For faster loading times, move it to unlimited.

**B25: Wann wird es einen "Erntehelfer" für die WL's geben und wird es eine Möglichkeit geben, die WL's zu sortieren (Ertrag/MP/EP)?**

**When will the cloud row harvester be implemented and will it be possible to sort the rows?**

We are working on the implementation of the Cloud Row Harvester to the best of our abilities along with the Board Admins. Yes, a player will be able to manually sort rows as per their choice of play style. We however, cannot comment on the release date of this feature.

**B26: Wird es eine Optimierung der Ladezeiten geben (Wiesenwechsel, Bepflanzung, Markt)**

**Will you optimize the loading times (change of the fields, seeding, market)?**

Of course, optimizing the game is an ongoing task. For further optimizations we must invest a lot of time for tracking and code review, to detect the reasons for these performance issues, but we are always working on improving e.g. loading times of Farmerama to give you the best gaming experience.

**B27: Wie sieht die Nachweisbarkeit der Spielaktionen aus? In welchem Zeitraum ist es möglich, Aktionen nachzuvollziehen (Tage/Wochen/Monate/Jahre)? Ist es in diesem Zusammenhang auch möglich, verschwundene Gegenstände nachzuvollziehen?**

**About the history of the gaming actions - For how long is it possible to track actions (days, weeks, months)? Is it possible to track “missing” items?**

We are aware that some players have complained about this and are looking into it. Currently we have tracking for when an item is on the playfield, when it's in the inventory, when an item is traded, purchased or sold. But to be honest: we feel that there is not an issue here. Nevertheless if you miss items, please contact support. They will investigate.

**B28: Wird es eine Trennung von Spiel und Forum geben, um sich unabhängig vom Spiel im Forum einzuloggen?**

**Will there be a separation of the game and the forum, allowing us to log into the forum without being logged into the game?**

At the moment, no. There will be no separation of the game and the forum. Due to security reasons, we decided to connect the game log in to the forum log in for all Bigpoint forums.

**B29: Wann erhalten wir (die versprochenen) zusätzliche(n) Slots?**

**When will you introduce the promised additional slots?**

As you all have noticed the event cloud rows have wonderful buffs off late to provide our players will better opportunities at progression in the game. Adding an additional Buff Slots will cause imbalance in the game and gameplay elements. Therefore as now this will not be a possibility as of now, we may consider this in the future but this is not certain. However, we are extremely sorry that there was a promise made in the past and that we are now maybe disappointing you.

**B30: Wird es zukünftig neue Treuepakete als Angebot geben für Kunden die bereits die höchste Stufe erreicht haben?**

**Will there be new loyalty packages for those customers who have already bought the „highest“ ones?**

Yes, this is the reworking of the billboard offers we talked about earlier. But please keep in mind that we are focusing on providing space and cloud row helpers at the moment. We will come to this topic when the time is right.

**B31: Bis wann wird es möglich sein, mit dem Erntehelfer die Zuchtbuden zu bestücken?**

**When will you introduce a breeding helper?**

The breeding helper is currently being worked on and will present this to our Board Admins and work with them in providing our players with the best experience with Breeding. We however, cannot comment on the release date of this feature.

**B32: Bis wann wird die Routine des Baumeisters überarbeitet, damit 4er Felder und Ställe in der möglichen Maximalzahl gesetzt werden?**

**When you will rework the routine of the builder to make it possible to set 4er fields and stables to the max possible amount?**

The maximum amount of the 2\*2 fields is 44 (main farm and wild meadow), that's exactly the amount of fields/stables the builder can place when the farm is empty. If slots required for these fields are blocked it should be clear that the builder won't be able to place the maximum amount.

**B33: Ist es angedacht einen BBD zeitgleich mit einem Zuchtevent zu starten um die unnötige Leerlaufzeit bis zum Start des BBD zu unterbinden?**

**Do you plan to run a BBD with the start of a breeding event to avoid the useless time until the start of the (weekend) BBD?**

Yes. You will see that this month.

**B34: Ist es angedacht bestehende Zuchtmöglichkeiten auszubauen bevor neue Tiere, Ställe etc. ins Spiel integriert werden?**

**Do you plan to extend existing breeding possibilities before introducing new animals, stables and so on to the game?**

We are planning to get to a healthier balance between existing and new animal breeding.

**B35: Wird es zukünftig bei Spieländerungen oder überhaupt bei Spielabläufen und Planungen möglich sein, langjährige Kunden mit in das Boot zu nehmen? Also um zu testen macht es Sinn, ist es spielbar usw.**

**Will it be possible to let elder users test changes to Farmerama or new features in advance to see if it makes sense to be implemented?**

Currently, our board admins and moderators help us with this task. They also provide feedback on designs before work on an event/feature is started. We are really happy about the possibility to work with all of them as they support us especially in rechecking balancing for events, during test phases and giving us feedback on nearly everything. We trust in their opinion as they are all passionate and addicted Farmerama players. This feedback is the most valuable input we can think of. So we are already working with long-time Farmerama players and would like to stick to this process – but of course if you would like to be involved in such processes, you can always apply to become a moderator 😊

**B36: Ist es geplant die Eventrate weiterhin so hoch zu halten?**

**Do you plan to continue with the high amounts of events?**

Thank you for your feedback. Farmerama is an event driven game and we rely on events to bring about variety and making the game more fun. The valentine's layer event was the perfect example of this. You can expect more mini games and entertaining events similar to the valentine's layer event. We will however consider your feedback about the high frequency of events.

**B37: Wann wird der Baumeister dahin gehend verändert, dass a) man Upgrades von Bäumen und Ställen direkt setzen kann ohne vorher den Grundbaum/ -stall setzen zu müssen b) beim Setzen eines Upgrades der Mammutbaum nicht geerntet wird und c) höhere Upgrades nicht auf bereits gesetzte niedrigere Upgrades, sondern auf Grundbäume/ -ställe gesetzt werden?**

When will you change the builder to 1. That you can directly place upgrades without placing the base, 2. Stop harvest jumbo trees while placing an upgrade and 3. Avoid to place higher upgrades and lower upgrades but on the base?

1. We are considering it.
2. Jumbo tree harvest issue – this is not a bug, this is the way it should behave as we received a lot of complaints before on harvests being lost, so we changed it to the current behavior.
3. Upgrade placing issue - We have identified two possible solutions for this which now have to be evaluated. We are considering it.

B38: Ist es angedacht, die Sprünge am BBD-Tag zu verbessern, so dass man öfters ein höherwertiges Tier erhält?

Do you plan to change the BBD to get better results? (higher animals)

We do have plans to improve our Breeding Events and provide our players with a better experience over the next breeding events. Regarding BBD, this could again hurt the economy but we are considering it. Thank you for your feedback.

B39: Wird es eine Suchfunktion für den Markt geben und wenn ja, wann wird sie zur Verfügung stehen?

Will you implement a search function for the market? If so, when will it go live?

Market improvements are planned but again, we have priorities which are introducing more space and cloud row harvester. This is all part of our roadmap but we will visit the topic when the time is right.

B41: Ist es geplant, das im Moment überbewertete Premium aufzuwerten. z.B. mit integriertem Erntehelfer?

Do you plan to rework the too expensive premium, e.g. to including harvest helpers?

We have spoken to the BA's regarding improvement of Premiums and its benefits. Rework of these packages is in the works and Harvester is one of the many items that may be part of these packages in the future. Once again we cannot comment on the release of this feature and on what will be included in new premium packages.

B42: Wohin verschwinden Gegenstände plötzlich? Wie ist das technisch möglich? Spielt da jemand mit Langeweile einfach nur rum? Wieso wird man mit diesem Problem ständig ignoriert?

Where are missing items going? How is this technically possible? Is someone so bored that he is just playing with our items? Why are you ignoring this problem?

We are aware that some players have complained about this and are looking into it. Currently we have tracking for when an item is on the playfield, when it's in the inventory, when an item is traded, purchased or sold. In most cases, the items are in your inventory or in your secondary account, but we are not ignoring this problem, please contact support if there are issues. They will investigate.

B43: Bekommt BP mit, wenn es auf einem Markt nicht mehr gut läuft (wenig Angebote/Kunden)? Wird es dann eine Zusammenlegung von Märkten geben?

Do you recognize changes on the market (fewer offers, less customers)? Do you plan to merge markets?

Yes, we are aware of the "changes of the markets". We are thinking about merging the markets to show more offers and customers. We will inform you when this is done.

B44: Was hat es mit den Änderungen und Inkonsistenzen bei den Werkzeugkisten auf sich? Haben wir diesbezüglich auch noch gravierende Veränderungen zu erwarten?

What is the plan behind the changes and inconsistencies with the tool boxes? Should we expect essential changes also for regular toolboxes?

The toolbox change was deemed necessary due to a new mechanic in one of the comic events. We will first smooth out the current inconsistencies and after that we will decide if we change it e.g. back to the old system or how we can avoid these inconsistencies. We keep you update on this as soon as we have a proper working solution.

**B46: Der Gewinn des "Extradrehs" am Farmwheel ist sinnfrei. Kann der durch andere Angebote ersetzt werden oder auf 2 Extradrehs als Gewinn erhöht werden?**

The reward of the extra spin at the farm wheel makes no sense. Can you exchange it with other rewards or change it to at least 2 extra spins?

We will eventually rework the rewards in the Farm wheel to be more beneficial to your players. However as mentioned earlier we have a higher priority features that we are working on and we will visit this topic soon.

**B40: Ist geplant, den Speicher der Extradrehs (bisher 5) für Premiumkunden, die ja täglich 2 Drehs erhalten, zu erhöhen? Ist eine generelle Überarbeitung der Gewinne der Partydrehs geplant? Für hohe Level sind die teilweise ein Witz, Molkereien und Legegehege z.B. Ebenso könnten die div. Blumen und Scheuchen "verschwinden", wenn sie bereits mehrfach erdreht wurden.**

Do you plan to increase the limit of free spins (actual 5) for premium users, who get every day 2 extra spins? Do you plan a general rework of the rewards of the party spins? Especially for high level users, they are at the moment a joke....

There are plans to rework the daily login bonus in general which might include these issues but as of yet no specifics are available.

**B48: Wann wird der Markt dahingehend optimiert, dass man von einem Produkt bei Anschauen der Marktpreise sofort das gleiche Produkt zum Kauf anbieten kann, ohne mühselig durch alle Angebote wieder zu scrollen?**

When will you improve the market ? E.g. if you look at one product for its prices, it should be possible to offer this item immediately without scrolling through to all offers.

Market improvements are planned but again, we have priorities which are introducing more space and cloud row harvester. This is all part of our roadmap but we will visit the topic when the time is right

**B49: Wird es zukünftig auch kleine Komfortfelder geben?**

Are you planning to introduce also small comfort fields?

We are sorry to inform you that this will not be a possibility since it will ruin the balancing of the game and cause more issues than it would solve.

**B50: Bei der Funktion "Freunde per Mail einladen" aus der Nachbarschaftsleiste wird eine Email über einen BP-Server versendet. Wird die Empfängeradresse dabei von BP erfasst und gespeichert?**

With the function of „inviting friends via mail“ from the buddy list, a mail will be send via BP server. Do you save the mail address of the receiver of this mail?

No as we are of course sticking to the laws governing data protection and data security. We assure that our player's privacy and security are of utmost importance to us.

**B51: Ist es angedacht, dass man beim Wechsel zwischen "Produktübersicht" und "Artikel anbieten" auf dem Markt nicht immer wieder auf Seite 1 landet, sondern bei der zuletzt betrachteten Seite?**

If you switch between product overview and offers on the market, you will go back to the first page. Are you planning to improve this?

Market improvements are planned but again, we have priorities which are introducing more space and cloud row harvester. This is all part of our roadmap but we will visit the topic when the time is right.

**B52: Wann kommen die versprochenen Storage Quarters?**

**When will you implement the promised storage quarters?**

This is very much in progress. Please be patient. We are doing our best to implement these features in a clean way.

**A12: Ist die BipPoint-Geschäftsleitung in Bezug auf das Produkt Farmerama informiert über den Ton, den die Servicemitarbeiter im Forum (sprich Moderatoren) dem Kunden gegenüber seit geraumer Zeit anschlagen? Ist sie informiert über nachträgliche Manipulationen an käuflichen Spielinhalten?**

**Is the management of Bigpoint aware of the tone which is used by the team in the forum since the 30th of May? Is the management informed about the manipulation of buyable items/features?**

Yes, they are informed of it, your feedback regarding our forum moderation team is extremely important to us and please be assured that we are constantly working on improving the situation. During these times we would really appreciate your co-operation.

**A16: Was meinen Sie (Varun, Geschäftsleitung), wie die Geschehnisse der letzten Monate auf die Spieler wirken?**

**What do you (varun) think how all this is affecting your users?**

As the Producer, I'm often spending time reading the forums and we're in close contact with our community managers and board admins. It's our wish to be the most player focused game and team. We rely heavily on player feedback, both good and bad. Good feedback leads to celebrations and bad feedback means we go back to the drawing board. We exist to serve our players and their needs.

**B52: Ist es angedacht, die Pflanzen durchgängig nach deren Produktionsdauer zu sortieren? Die Frage gilt ebenfalls für die Gruselpflanzen.**

**Do you plan to sort ALL plants according the production time? This question is also valid for fullmoon plants-**

Yes we have added this to our tasks and this is one of the many in game elements that we are working to improve on shortly. Once again we cannot comment on a release date of this.

**C12: Wird es weiterhin einen regelmässigen Newsletter geben, und wenn ja wann kommt der nächste?**

**Will you continue to write a newsletter on a regular base. If you, when will you publish the next one?**

We received very poor feedback on the Producer's newsletters. So we're currently rethinking the purpose and the content of these newsletters. We will restart them when we have a plan for what we want to achieve with these.