



10Bet Casino UK Online Casino Email Support Test

How fast and reliable is email support from [10Bet Casino UK Online Casino](#)?

That's what we hoped to answer in our UK online casino email support test.

We tested [10Bet Casino UK Online Casino](#)'s email support by sending different questions on various times of the day across weeks to determine:

1. How frequently did [10Bet Casino UK Online Casino](#) respond to our emails?
2. How fast did [10Bet Casino UK Online Casino](#) answer our questions?

By measuring responsiveness and speed of email support, we can find an average response rate and response time for [10Bet Casino UK Online Casino](#). Once we have these averages for [10Bet Casino UK Online Casino](#), we compare those with other UK online casinos to determine how good or bad [10Bet Casino UK Online Casino](#)'s email support is in the United Kingdom.

These tests were conducted by Great.com.

10Bet Casino UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	144 minutes
Email Response Stars:	2
Email Response Time Stars:	2.5
Email Support Stars:	4.5
Email Support Rank:	48

Average time to get a response from 10Bet Casino Casino:

144 minutes

Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-14-2023 00:16:47
10Bet Casino UK Online Casino Response:	You can register from here - https://www.10bet.co.uk/sports/ - by clicking on Join now.
Time Received:	03-14-2023 10:20:04
Response Time:	603 minutes



Email Test #2

Question: What's your first deposit bonus and what are the requirements?

Time Sent: 03-26-2023 19:08:40

10Bet Casino UK Online Casino Response: We currently offer both a casino and sports welcome bonus for our new bettors. You can check out the full terms and conditions here: <https://www.10bet.co.uk/help/promotion-terms/>

Time Received: 03-26-2023 19:28:10

Response Time: 20 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-22-2023 08:50:41

10Bet Casino UK Online Casino Response: Our fast withdrawal times can take anywhere from minutes to up to two days.

Time Received: 03-22-2023 09:13:00

Response Time: 22 minutes

Email Test #4

Question: Do you have live chat support and if so, what is its hours?

Time Sent: 03-28-2023 10:32:29

10Bet Casino UK Online Casino Response: We would like to confirm that Evolution, which is one of our Casino providers, does offer in play chat on their live games. We won't be able to give you information on when the chat is available, you are welcome to check further with them.

Time Received: 03-28-2023 11:43:51

Response Time: 71 minutes

Email Test #5

Question: What is the customer support phone number and when is it available?

Time Sent: 03-24-2023 06:15:46

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Latest update: 2023-06-12

10Bet Casino UK Online
Casino Response:

We are unable to find any account with your email address. Please double-check that you've mailed us using your registered 10bet email address. If you want us to update your account with this new e-mail address or want us to respond to this unregistered email, we'll need: 1. Your 10bet username. 2. A copy of your ID document or driver's license

Time Received: 03-24-2023 06:17:11

Response Time: 1 minutes

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