

21 Casino UK Online Casino Email Support Test

How fast and reliable is email support from [21 Casino UK Online Casino](#)?

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

We tested [21 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 [21 Casino UK Online Casino](#) respond to our emails?
2. How fast did [21 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 [21 Casino UK Online Casino](#). Once we have these averages for [21 Casino UK Online Casino](#), we compare those with other UK online casinos to determine how good or bad [21 Casino UK Online Casino](#)'s email support is in the United Kingdom.

These tests were conducted by Great.com.

21 Casino UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	149 minutes
Email Response Stars:	2
Email Response Time Stars:	2.5
Email Support Stars:	4.5
Email Support Rank:	49

Average time to get a response from 21 Casino Casino:

149 minutes

Email Test #1

Question: How do I sign-up with your online casino?

Time Sent: 03-15-2023 05:13:31

21 Casino UK Online Casino Response: We ask that you come on to live chat in order for us to best assist you please. Should you have any further queries, please do not hesitate to reach out to us via Email or our Live Chat Facility. For your convenience, we are available 24/7.

Time Received: 03-15-2023 07:25:57

Response Time: 132 minutes

Email Test #2

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

Time Sent: 03-25-2023 06:34:49

21 Casino UK Online Casino Response: Thank you for reaching out to 21 Casino Support. Thank you so much for your email. We would love to assist with your query with regards to our welcome offer. Please do kindly confirm the following details: -Your Full Name -Date of Birth -Your Contact Number -Full Physical Address (Including postal code) -Email Address used to register the account

Time Received: 03-25-2023 06:53:41

Response Time: 19 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-23-2023 09:01:30

21 Casino UK Online Casino Response: Thank you for reaching out to 21 Casino. All withdrawals at our casino will remain pending for approximately 48 hours. Upon approval, your withdrawal will be released to your choice of wallet which in most cases reflects immediately but can take up to 24 hours. Should you withdraw to your bank account or (credit card), withdrawals typically reflect within the first 2 business days, but can take up to 5 business days to reflect depending on your bank's processing facilities.

Time Received: 03-23-2023 14:38:34

Response Time: 337 minutes

Email Test #4

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

Time Sent: 03-27-2023 10:32:31

21 Casino UK Online Casino Response: Thank you for reaching out to 21 Casino. Yes we have a live chat that is available 24 hours.

Time Received: 03-27-2023 12:03:43
Response Time: 91 minutes

Email Test #5

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

Time Sent: 03-23-2023 06:03:34

21 Casino UK Online
Casino Response: Thank you for reaching out to 21 Casino. Please note we currently do not have telephonic support.

Time Received: 03-23-2023 08:50:34

Response Time: 167 minutes

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