

21.co.uk UK Online Casino Email Support Test

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

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

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

These tests were conducted by Great.com.

21.co.uk UK Online Casino Email Support Test Results

Total Responses:	4
Average Email Response Rate:	80%
Average Email Response Time:	3029 minutes
Email Response Stars:	1.5
Email Response Time Stars:	0.5
Email Support Stars:	2
Email Support Rank:	85

Average time to get a response from 21.co.uk Casino:

3029 minutes

Email Test #1

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

Time Sent: 03-16-2023 05:41:18

21.co.uk UK Online Casino Response: Thank you for contacting 21.co.uk customer support and I hope you're doing well. To register an account with us, you would need to go to our website and click on the Join button on the right, which will redirect you to our Registration page. Once you're there, you would need to insert your email address,

choose a username and create a password. Once you do that, you would then need to fill in your details such as your full name and surname (as shown on your ID), date of birth, home address, and mobile number. After that, you also have the option to receive exclusive bonuses & promotional offers. This field is not mandatory, unlike the Terms and Conditions section, which you have to read, understand and accept before creating an account.

Time Received: 03-20-2023 04:35:27
Response Time: 5694 minutes

Email Test #2

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

Time Sent: 03-24-2023 06:26:26

21.co.uk UK Online Casino Response: Thank you for contacting our 21.co.uk customer support. I hope you are well! ****Here**** you can find all our deposit bonuses we currently offer!

Time Received: 03-25-2023 03:22:05
Response Time: 1256 minutes

Email Test #3

A S W E D I S H I N I T I A T I V E

Unfortunately, 21.co.uk UK Online Casino did not respond to our first question. We will update when we have a chance to retest.

Email Test #4

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

Time Sent: 03-26-2023 23:14:05

21.co.uk UK Online Casino Response: Thank you for contacting 21.co.uk. Please excuse the late response, ****Our live chat is available 24/7.****

Time Received: 03-28-2023 03:15:13
Response Time: 1681 minutes

Email Test #5

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

Time Sent: 03-22-2023 05:57:16

21.co.uk UK Online Casino Response: Thank you for contacting 21.co.uk. I hope you are doing well. Unfortunately, we don't offer support via phone at 21.co.uk, we only offer support via liveChat where we are available 24 hours per day, or via email. Is there anything specific I can assist you with?

Time Received: 03-24-2023 16:03:31

Response Time: 3486 minutes

Great.com

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