

32Red UK Online Casino Email Support Test

How fast and reliable is email support from [32Red UK Online Casino](#)?

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

We tested [32Red UK Online Casino](#)'s email support by sending different questions on various times of the day across weeks to determine:

1. How frequently did [32Red UK Online Casino](#) respond to our emails?
2. How fast did [32Red 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 [32Red UK Online Casino](#). Once we have these averages for [32Red UK Online Casino](#), we compare those with other UK online casinos to determine how good or bad [32Red UK Online Casino](#)'s email support is in the United Kingdom.

These tests were conducted by Great.com.

32Red UK Online Casino Email Support Test Results

Total Responses:	4
Average Email Response Rate:	80%
Average Email Response Time:	41 minutes
Email Response Stars:	1.5
Email Response Time Stars:	3
Email Support Stars:	4.5
Email Support Rank:	28

Average time to get a response from 32Red Casino:

41 minutes

Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-17-2023 05:40:11
32Red UK Online Casino Response:	Please go to our website and register an account with us. https://www.32red.com/ Here is a Help Center for registration: https://red-en.helpsite.cloud/category/registration
Time Received:	03-17-2023 07:19:34

Response Time: 99 minutes

Email Test #2

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

Time Sent: 03-23-2023 06:22:25

32Red UK Online Casino Response: I can confirm that the first debit card deposit welcome bonus with 32red is a 150% welcome bonus and free spins.

Time Received: 03-23-2023 06:32:43

Response Time: 10 minutes

Email Test #3

Unfortunately, 32Red 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: 03-25-2023 10:50:46

32Red UK Online Casino Response: Thanks for your email. Yes, we have Live Chat that is available 24 hours a day every day. We also have 24-hour phone support. You can find the Live Chat on the website and his is the number, Freephone 0808 180 3232.

Time Received: 03-25-2023 11:35:03

Response Time: 44 minutes

Email Test #5

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

Time Sent: 03-21-2023 05:54:24

32Red UK Online Casino Response: Kindly note the number for 32red customer support which is active 24/7, 365 days of the year. 0808 180 3232



Latest update: 2023-06-12

Time Received: 03-21-2023 06:05:05

Response Time: 11 minutes

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