



## 32Red UK Online Casino Email Support Test

How fast and reliable is email support from <u>32Red UK Online Casino</u>?

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

We tested <u>32Red UK Online Casino</u>'s email support by sending different questions on various times of the day across weeks to determine:

- 1. How frequently did <u>32Red UK Online Casino</u> respond to our emails?
- 2. How fast did <u>32Red UK Online Casino</u> answer our questions?

By measuring responsiveness and speed of email support, we can find an average response rate and response time for <u>32Red UK Online Casino</u>. Once we have these averages for <u>32Red UK Online Casino</u>, we compare those with other UK online casinos to determine how good or bad <u>32Red UK Online Casino</u>'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

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**Email Response Time Stars:** 

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 Please go to our website and register an account

Response: 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



Latest update: 2023-06-12

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

Response:

32Red UK Online Casino I can confirm that the first debit card deposit welcome bonus with 32red is a 150% welcome

bonus and free spins.

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

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** 

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

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

hours?

Time Sent: 03-25-2023 10:50:46

Response:

32Red UK Online Casino 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

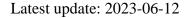
when is it available?

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

32Red UK Online Casino Kindly note the number for 32red customer support

which is active 24/7, 365 days of the year. 0808 180 Response:

3232





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

Response Time: 11 minutes

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