

# Bet365 UK Online Casino Email Support Test

How fast and reliable is email support from [Bet365 UK Online Casino](#)?

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

We tested [Bet365 UK Online Casino](#)'s email support by sending different questions on various times of the day across weeks to determine:

1. How frequently did [Bet365 UK Online Casino](#) respond to our emails?
2. How fast did [Bet365 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 [Bet365 UK Online Casino](#). Once we have these averages for [Bet365 UK Online Casino](#), we compare those with other UK online casinos to determine how good or bad [Bet365 UK Online Casino](#)'s email support is in the United Kingdom.

These tests were conducted by Great.com.

## Bet365 UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	1755 minutes
Email Response Stars:	2
Email Response Time Stars:	1
Email Support Stars:	3
Email Support Rank:	79

### Average time to get a response from Bet365 Casino:

1755 minutes

### Email Test #1

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

Time Sent: 03-23-2023 05:37:32

Bet365 UK Online Casino Response: Thank you for contacting the bet365 team. We would like to inform you that you can connect on our Website [bet365.com](#), then select Join on the top right corner and follow the instructions on the screen to create an account. If you already hold an account with us, please confirm us the following: -

Your username - Your full name - Your date of birth  
- Your ??full address including postcode/zip code??  
- The email address/telephone number registered to  
your account

Time Received: 03-25-2023 12:01:53

Response Time: 3264 minutes

## Email Test #2

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

Time Sent: 03-17-2023 07:00:16

Bet365 UK Online Casino Response: I am unable to locate an account with the Email your contacting from to help me locate your account. In order to locate your account your account, please confirm the following: - Your username - Your full name - Your date of birth - Your ??full address including postcode/zip code?? - The email address/telephone number registered to your account

Time Received: 03-18-2023 15:43:23

Response Time: 1963 minutes

## Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-15-2023 08:32:59

Bet365 UK Online Casino Response: I understand that you are querying the withdrawal time frame from bet365. You can locate the specific Withdrawal Processing Time Frames for your chosen payment method by going to Help > Withdrawals > Withdrawal Time frames.

Time Received: 03-17-2023 09:33:26

Response Time: 2940 minutes

## Email Test #4

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

Time Sent: 03-24-2023 10:37:13

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Casino Response: Thank you for contacting bet365. Our team is available 24/7 via live chat as well as via email and we are always happy to help you. To access the Chat, scroll to the bottom of the bet365 page, click on Contact Us and then on Open Chat.

Time Received: 03-24-2023 10:44:51

Response Time: 8 minutes

## Email Test #5

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

Time Sent: 03-22-2023 05:57:17

Bet365 UK Online Casino Response: I understand you are contacting regarding support phone number. I will advise we do not currently offer over the phone services, we offer live chat and email support currently. If you are having issues in regards to your account or a query, we are more than happy to help assist you with this once further clarification has been received.

Time Received: 03-22-2023 15:54:53

Response Time: 598 minutes

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