

BetVictor UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

BetVictor UK Online Casino Email Support Test Results

Total Responses:	3
Average Email Response Rate:	60%
Average Email Response Time:	271 minutes
Email Response Stars:	1
Email Response Time Stars:	2.5
Email Support Stars:	3.5
Email Support Rank:	57

Average time to get a response from BetVictor Casino:

271 minutes

Email Test #1

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

Email Test #2

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

Time Sent: 03-25-2023 06:34:51

BetVictor UK Online Casino Response: You can view the Welcome Offers available on site through the following link;
<https://www.betvictor.com/en-gb/offer>

Time Received: 03-25-2023 12:35:24

Response Time: 361 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-24-2023 08:51:52

BetVictor UK Online Casino Response: Unfortunately, I have not been able to identify a BetVictor account from your email address. For security reasons, the E-mail address you provide must match our records. Please reply from your registered E-mail address, or provide the following information to enable us to update your email address to your current address. -Full Name -User name/Account Number -Registered e-mail address -Date of Birth -Post Code -Last four digits of a debit/credit card or E-wallet account used on your account. **All withdrawals are processed within 24 hours. ** Once you request these funds, should your bank accept this as fast withdrawals it will take up to 24 hours to be processed from our side, the timeframe is then down to the banking system which can take from 30 minutes to receive. However, should this not be accepted then following the 24 hours processing this will be with you in 2-5 banking days.

Time Received: 03-24-2023 12:06:43

Response Time: 195 minutes

Email Test #4

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

Email Test #5

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

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

BetVictor UK Online
Casino Response:

There is no phone number to contact us on for
general assistance.

Time Received:

03-23-2023 10:21:04

Response Time:

257 minutes

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