

BoyleSports UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

BoyleSports UK Online Casino Email Support Test Results

| | |
|------------------------------|-------------|
| Total Responses: | 5 |
| Average Email Response Rate: | 100% |
| Average Email Response Time: | 189 minutes |
| Email Response Stars: | 2 |
| Email Response Time Stars: | 2.5 |
| Email Support Stars: | 4.5 |
| Email Support Rank: | 55 |

Average time to get a response from BoyleSports Casino:

189 minutes

Email Test #1

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

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

BoyleSports UK Online Casino Response: In order for you to have an account, you need to follow the steps to register on this link : <https://www.boylesports.com/register>. Once you have created one, that account can be used across all platforms that we offer on our website.

Time Received: 03-16-2023 09:07:13

Response Time: 206 minutes

Email Test #2

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

Time Sent: 03-24-2023 06:26:28

BoyleSports UK Online Casino Response: For UK customers we have a bet £10 get £20 Free Bet for mobile users and Bet £10 get up to £25 Free Bets for desktop users. In order to qualify to our mobile Signup Offer, you would simply just need to place a bet of £10 at EVS or greater odds using your mobile device. And for the desktop Signup Offer, you simply need to place a bet of £10 at 1/2 or greater odds using a desktop, then you will receive an initial Free Bet of £5. After this you will receive a matched free bet equal to a 50% average of your next 3 qualifying bets in settlement order up to £5 max. Please be also advised, that there's a payment method restricted from our Signup Offer, as per our terms: Customers depositing with Skrill/Moneybookers, Neteller, PayPal or prepaid cards will not qualify for this offer. You may find our original Signup Offers full terms and conditions here:
<https://boylesports.zendesk.com/hc/en-us/articles/4402107857809-Sign-Up-Offer-Terms-Conditions>

Time Received: 03-24-2023 11:56:01

Response Time: 330 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-25-2023 08:35:55

BoyleSports UK Online Casino Response: Please be advised that it is indicated in the terms and conditions of the website when you signed up with us that all withdrawals will undergo a 24 hour processing time upon initial time of request. Once successfully verified, you can expect your payment to reach your account within 2-3 working days. (8 to 12 hours for same day withdrawal enabled cards)

Time Received: 03-25-2023 09:02:16

Response Time: 26 minutes

Email Test #4

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

Time Sent: 03-27-2023 10:32:33

BoyleSports UK Online Casino Response: Out livechat facility is available 24/7, you can visit our site and locate the live chat access on the lower left part of the site. We hope this clarified your concern. If there is anything else we can help you with, please do not hesitate in contacting us <https://www.boylesports.com/Home/ContactUs>

Time Received: 03-27-2023 10:43:56

Response Time: 11 minutes

Email Test #5

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

Time Sent: 03-22-2023 05:57:19

BoyleSports UK Online Casino Response: Our contact number for customer support is 0800 22 00 66 and we are available 24/7. You can also visit <https://www.boylesports.com/Home/ContactUs> for further details.

Time Received: 03-22-2023 12:11:34

Response Time: 374 minutes