

Casimba UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Casimba UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	240 minutes
Email Response Stars:	2
Email Response Time Stars:	2.5
Email Support Stars:	4.5
Email Support Rank:	56

Average time to get a response from Casimba Casino:

240 minutes

Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-21-2023 05:08:14
Casimba UK Online Casino Response:	Thank you for reaching out to Casimba. You are welcome to sign up using the registration tab on the casino home page.
Time Received:	03-21-2023 09:45:51
Response Time:	278 minutes

Email Test #2

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

Time Sent: 03-19-2023 06:42:58

Casimba UK Online Casino Response: Thank you for reaching out to Casimba. **Kindly note you can view and read all about our Welcome Offers here:**
<https://www.casimba.com/en/promotions/welcome-offer>

Time Received: 03-19-2023 08:52:36

Response Time: 130 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-17-2023 08:26:09

Casimba UK Online Casino Response: We would love to assist with regards to your withdrawal query Please do kindly confirm the following details: -Your Full Name -Date of Birth -Your Contact Number -Full Physical Address (Including postal code) -Email Address used to register the account

Time Received: 03-17-2023 10:36:36

Response Time: 130 minutes

Email Test #4

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

Time Sent: 03-26-2023 23:14:10

Casimba UK Online Casino Response: es, we do have live chat. It is available 24/7.

Time Received: 03-27-2023 06:09:56

Response Time: 416 minutes

Email Test #5

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

Time Sent: 03-21-2023 05:54:26



Latest update: 2023-06-12

Casimba UK Online
Casino Response:

Thank you for contacting casino support. We are purely an online casino and, therefore, do not render our services via telephone. We kindly ask that you come onto Live Chat so that one of the dedicated Customer Support Hosts may assist you with your query.

Time Received: 03-21-2023 10:00:03

Response Time: 246 minutes

Great.com

A SWEDISH INITIATIVE