

# CasinoCasino UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

## CasinoCasino UK Online Casino Email Support Test Results

|                              |             |
|------------------------------|-------------|
| Total Responses:             | 3           |
| Average Email Response Rate: | 60%         |
| Average Email Response Time: | 114 minutes |
| Email Response Stars:        | 1           |
| Email Response Time Stars:   | 3           |
| Email Support Stars:         | 4           |
| Email Support Rank:          | 43          |

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

114 minutes

### Email Test #1

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

Time Sent: 03-22-2023 05:21:36

CasinoCasino UK Online Casino Response: You can sign up to our website by following this link: [Register | CasinoCasino.com](https://www.casinocasino.com/en/register) If you have any further questions or queries, please do not hesitate to contact us.

Time Received: 03-22-2023 07:52:16

Response Time: 151 minutes

### Email Test #2

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

### Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-15-2023 08:33:00

CasinoCasino UK Online Casino Response: We aim to process all withdrawals within 24hrs of being requested unless we require to verify the account. In this case, we process withdrawals within 24hrs of the verification process being completed.

Time Received: 03-15-2023 10:36:00

Response Time: 123 minutes

### Email Test #4

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

Time Sent: 03-25-2023 10:50:49

CasinoCasino UK Online Casino Response: es we do! Kindly follow the link below to join our live chat where we are available 24/7!

Time Received: 03-25-2023 11:59:32

Response Time: 69 minutes

### Email Test #5

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