

Casiplay UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Casiplay UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	111 minutes
Email Response Stars:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	44

Average time to get a response from Casiplay Casino:

111 minutes

Email Test #1

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

Time Sent: 03-23-2023 05:37:34

Casiplay UK Online Casino Response: To sign up with Casiplay UK, just head to its homepage today and fill in a few details. You should find that you're playing your favourite online casino games within mere minutes of signing up!

Time Received: 03-23-2023 07:07:44

Response Time: 90 minutes

Email Test #2

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

Time Sent: 03-17-2023 07:00:15

Casiply UK Online Casino Response: First deposit: 50% Bonus up to £50 + 30 spins on starburst min. 20 Second day: 20 spins on Book of Dead min. 20 Third day: 20 spins on starburst min. 20 Fourth day: 50% Bonus up to £50+ 30 spins on Gold King min. 20 Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page.

Time Received: 03-17-2023 11:21:53

Response Time: 262 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-16-2023 08:27:39

Casiply UK Online Casino Response: Below is a summary of the withdrawal process: Withdrawal requests are processed within 2 business days (weekend is not counted as business days). After 2 business days, you may be requested for some documentation, if no documentation is needed, the status of your Withdrawal Request will change to "In Process?". You will be notified by email when your Withdrawal Request is processed, and the money is sent to your chosen payment method. If the documents are needed and you download it to your account after our request, please note that it usually takes 48 hours for them to be checked by the relevant department. Once the documents are checked and approved you are looking at the below for estimated payment times depending on payment method ?? Payment method Estimated Time Credit/Debit Card Instant = up to 6 days Wire Transfer = 2 - 6 days Neteller/Skrill/PayPal/MuchBetter = Instant - up to 2 days Trustly/Trustly Pay N Play Instant - up to 4 days Rapid Transfer/ecoPayz/AstroPay Card = Instant - up to 4 days Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page.

Time Received: 03-16-2023 10:37:30

Response Time:

130 minutes

Email Test #4

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

Time Sent: 03-24-2023 10:37:16

Casiply UK Online Casino Response: Thank you for contacting Casiply We are available 7 days a week, all day from 08:00am BST to 00:00am BST

Time Received: 03-24-2023 10:41:18

Response Time: 4 minutes

Email Test #5

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

Time Sent: 03-24-2023 06:15:49

Casiply UK Online Casino Response: Thank you for contacting casiply.com Kindly note that our current customer support channels do not include inbound telephone calls. To speak to a member of our team, you can reach us on Live Chat which is available from 8am CET to 00:00am CET seven days a week. Alternatively, you can send us an email via our contact us page.

Time Received: 03-24-2023 07:24:08

Response Time: 68 minutes