

Casumo UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Casumo UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	17 minutes
Email Response Stars:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	17

Average time to get a response from Casumo Casino:

17 minutes

Email Test #1

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

Time Sent: 03-24-2023 05:35:17

Casumo UK Online Casino Response: Thank you for your interest in Casumo! To sign up, just follow the instructions under the link here: <https://www.casumo.com/en-gb/#signup> We hope to be able to welcome you to the Casumoverse soon!

Time Received: 03-24-2023 05:38:47

Response Time: 4 minutes

Email Test #2

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

Time Sent: 03-16-2023 07:04:33

Casumo UK Online Casino Response: The current welcome offer for UK players is a 100% deposit bonus of up to £25 and 20 free spins. The minimum deposit is £10, and the bonus needs to be wagered x30. You can find more information on the bonus terms and conditions here: <https://www.casumo.com/en-gb/>

Time Received: 03-16-2023 07:54:17

Response Time: 50 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-20-2023 08:42:17

Casumo UK Online Casino Response: Excellent question! Withdrawals are normally approved by our payment wizards within a short time of you making a request. Once our payment team has reviewed, approved, and sent you your money, it is usually in your bank in between 1 and 5 working days (Sometimes quicker but it depends on your bank at that stage). As much as we would like to, once our payment team has sent your money, we have no input or influence on how quickly you receive it, however, we have noticed that many thousands of happy players from your region receive their lucky winnings very quickly.

Time Received: 03-20-2023 08:47:25

Response Time: 5 minutes

Email Test #4

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

Time Sent: 03-23-2023 10:43:50

Casumo UK Online Casino Response: We do have customer support available 24/7, feel free to hop into our live chat anytime for assistance. You can email us at hey@casumo.com as well.

Time Received: 03-23-2023 10:48:39

Response Time: 5 minutes

Email Test #5

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

Time Sent: 03-22-2023 05:57:20

Casumo UK Online Casino Response: We do not have support phone is available at Casumo. However, if your account is blocked for any reason, please pop into our live chat (you don't have to be logged in to chat) and we will continue from there.

Time Received: 03-22-2023 06:16:47

Response Time: 19 minutes

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