

# Casushi UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

## Casushi UK Online Casino Email Support Test Results

Total Responses:	4
Average Email Response Rate:	80%
Average Email Response Time:	6 minutes
Email Response Stars:	1.5
Email Response Time Stars:	3
Email Support Stars:	4.5
Email Support Rank:	12

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

6 minutes

### Email Test #1

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

Time Sent: 03-25-2023 05:48:19

Casushi UK Online Casino Response: In order for us to help you with your query as quickly as possible, please can you confirm the following security details: - Date of birth - Postcode As soon as your security details are checked, an agent will be in touch as soon as possible. Our opening hours are 9am - 10pm (Monday to Friday) and 11am -

10pm (Saturday, Sunday & Bank Holidays).

Time Received: 03-25-2023 05:50:41

Response Time: 2 minutes

## Email Test #2

Unfortunately, Casushi 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: 03-21-2023 08:25:29

Casushi UK Online  
Casino Response:

Hi, Thank you for your query. In order for us to help you with your query as quickly as possible, please can you confirm the following security details: - Date of birth - Postcode As soon as your security details are checked, an agent will be in touch as soon as possible. Our opening hours are 9am - 10pm (Monday to Friday) and 11am - 10pm (Saturday, Sunday & Bank Holidays).

Time Received: 03-21-2023 08:36:16

Response Time: 11 minutes

## Email Test #4

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

Time Sent: 03-22-2023 10:42:04

Casushi UK Online  
Casino Response:

Thank you for contacting Casushi. Live Chat hours is between 9am - 10pm Monday to Friday and 11am - 10pm Weekends.

Time Received: 03-22-2023 10:49:00

Response Time: 7 minutes

## Email Test #5

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

Time Sent: 03-25-2023 06:12:36

Casushi UK Online  
Casino Response:

In order for us to help you with your query as quickly as possible, please can you confirm the following security details: - Date of birth - Postcode As soon as your security details are checked, an agent will be in touch as soon as possible. Our opening hours are 9am - 10pm (Monday to Friday) and 11am - 10pm (Saturday, Sunday & Bank Holidays).

Time Received: 03-25-2023 06:15:23

Response Time: 3 minutes

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