

# Coral UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

## Coral UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	1307 minutes
Email Response Stars:	2
Email Response Time Stars:	1.5
Email Support Stars:	3.5
Email Support Rank:	77

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

1307 minutes

### Email Test #1

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

Time Sent: 03-26-2023 05:07:33

Coral UK Online Casino Response: Thanks for contacting us regarding account registration. I hope you're keeping well. We appreciate your interest in signing up on our site. In regards to your inquiry, please visit the following website address in order to register a new account and join in on the activities we offer!

**\*\*<https://casino.partycasino.com/>\*\*** The Register button is in the top-right corner of the website! Once pressed, please follow the on-screen steps! Please let us know in case of issues, we will be glad to assist with the registration, verification, depositing, and participation on the platform.

Time Received: 03-26-2023 22:54:02

Response Time: 1066 minutes

## Email Test #2

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

Time Sent: 03-14-2023 06:39:25

Coral UK Online Casino Response: Thank you for getting in touch with Coral Customer Service. It gives me great pleasure to assist you with your deposit bonus eligibility query. I hope everything is going well for you! First of all, we appreciate your time and effort in reaching us regarding your concern. Your satisfaction means everything to us! We would like to inform you that we don't have any Deposit Bonus promotion available aside from our Sports and Casino Welcome Offer. Please refer to the following links for eligibility Isaac:

<https://sports.coral.co.uk/promotions/details/new-customer-offer>  
<https://www.coral.co.uk/en/p/promotions/gaming/welcomeoffer>

Time Received: 03-14-2023 08:23:28

Response Time: 104 minutes

## Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-22-2023 08:50:44

Coral UK Online Casino Response: Thank you for contacting Coral Customer Service. I hope this email finds you well, Harry, this is regarding your query on how long the withdrawals take from Coral. We couldn't find an account registered to the email you're contacting us from, please use the address which you registered with. I do apologize for the inconvenience that this caused you. However, we only assist customers who have an account with us. About your query, the withdrawal depends on which withdrawal option you

have selected. For a list of options and how to receive your money, transfer time and fees, you may click this link <https://help.coral.co.uk/en/general-information/payments/withdrawal-methods> for further details.

Time Received: 03-23-2023 21:27:06

Response Time: 2196 minutes

#### Email Test #4

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

Time Sent: 03-21-2023 10:30:26

Coral UK Online Casino Response: Thank you for contacting Coral Customer Service. I hope this email finds you well. We appreciate your effort in bringing this to our attention and I would like to take this opportunity to sincerely apologize for the inconvenience this caused you. As of the moment, though I would like to assist you with your concern, we were not able to relate your current email address to a valid registered account. Please note that we will not be able to respond to any concerns or inquiries relating to the account in question, as this email was not sent via the email address registered under the account holder. To enable us to assist you with your concern, kindly reach back to us using the registered email address on your Coral account or reach out to us via online chat to get a prompt response: <https://sports.coral.co.uk/en/mobileportal/contact> Our live chat channel is available anytime, 24/7. We're looking forward to your chat!

Time Received: 03-22-2023 20:16:03

Response Time: 2026 minutes

#### Email Test #5

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

Time Sent: 03-24-2023 06:15:51

Coral UK Online Casino Response: Thank you for contacting Coral Customer Support. Firstly, we appreciate your time and effort in reaching out to us regarding your query about our customer service hotline. Our customer service phone lines are open from 8 a.m. to 11 p.m. UK time. If you have any concerns outside of the

phone's operating hours, you can contact us via chat or email. Note that this is not yet fixed and may change in the future. Here are the CS phone numbers for your reference: 0800 44 00 11 (within the UK) +44 (0) 208 507 5544 (outside UK)

Time Received: 03-25-2023 01:18:36

Response Time: 1143 minutes

# Great.com

A SWEDISH INITIATIVE