

# Fabulous Bingo UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

## Fabulous Bingo UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	1014 minutes
Email Response Stars:	2
Email Response Time Stars:	1.5
Email Support Stars:	3.5
Email Support Rank:	73

### Average time to get a response from Fabulous Bingo Casino:

1014 minutes

### Email Test #1

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

Time Sent: 03-17-2023 05:40:13

Fabulous Bingo UK

Online Casino Response: As much as we would love to assist you with your query, it appears that the email that you have sent your request from is not linked to one of our accounts. If you wish to re-send your query from the registered email that is held on your account, we

would be more than happy to assist you. If you need to change the email address that is registered on your account, we can arrange this, but we need to do this via phone. Just give us a call from the registered number on your account we will get to work on updating your details for you. For security reasons, we can't change these details via email request or chat.

Time Received: 03-17-2023 13:37:59

Response Time: 478 minutes

### Email Test #2

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

Time Sent: 03-23-2023 06:22:27

Fabulous Bingo UK

Online Casino Response: Here's a link to the welcome offer that new player receive when signing up directly onto the site:  
<https://www.fabulousbingo.co.uk/promotions/welcompackage>

Time Received: 03-23-2023 11:53:14

Response Time: 331 minutes

### Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-27-2023 08:27:34

Fabulous Bingo UK

Online Casino Response: When a withdrawal request is made, it can take up to 24 hours to be approved from our end. After that, you will receive a confirmation email, which will provide you with the transaction code and the time frames for the different payment methods. However, I'm forwarding the following page from within our website for more details:  
<https://support.fabulousbingo.co.uk/hc/en-gb/articles/5554309640209-How-fast-are-withdrawals>

Time Received: 03-29-2023 11:11:35

Response Time: 3044 minutes

### Email Test #4

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

Time Sent: 03-20-2023 10:47:17

Fabulous Bingo UK

Online Casino Response: As much as we would love to assist you with your query, it appears that the email that you have sent your request from is not linked to one of our accounts. If you wish to re-send your query from the registered email that is held on your account, we would be more than happy to assist you. If you need to change the email address that is registered on your account, we can arrange this, but we need to do this via phone. Just give us a call from the registered number on your account we will get to work on updating your details for you. For security reasons, we can't change these details via email request or chat.

Time Received: 03-21-2023 05:25:07

Response Time: 1118 minutes

#### Email Test #5

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

Time Sent: 03-24-2023 06:15:52

Fabulous Bingo UK

Online Casino Response: As much as we would love to assist you with your query, it appears that the email that you have sent your request from is not linked to one of our accounts. If you wish to re-send your query from the registered email that is held on your account, we would be more than happy to assist y If you need to change the email address that is registered on your account, we can arrange this, but we need to do this via phone. +44 20 4530 8383 10 am to 10 pm.

Time Received: 03-24-2023 07:56:03

Response Time: 100 minutes