

Foxy Bingo UK Online Casino Email Support Test

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

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

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

These tests were conducted by Great.com.

Foxy Bingo UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	2795 minutes
Email Response Stars:	2
Email Response Time Stars:	1
Email Support Stars:	3
Email Support Rank:	82

Average time to get a response from Foxy Bingo Casino:

2795 minutes

Email Test #1

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

Time Sent: 03-19-2023 05:12:02

Foxy Bingo UK Online Casino Response: Thank you for contacting Foxy Bingo Customer Support. I hope you are doing great! We appreciate your interest in creating an account with us. To create or register an account, you just need to go to [foxybingo.com](#) and click register. After that, you will be prompted to fill out your details to complete your

registration. You may also click here to go to the registration page. For more information about account registration, you may visit this link: <https://help.foxybingo.com/en/general-information/registration/why-register?search=accountregistration>

Time Received: 03-21-2023 09:45:53

Response Time: 3154 minutes

Email Test #2

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

Time Sent: 03-21-2023 06:25:27

Foxy Bingo UK Online Casino Response:

Thank you for contacting Foxybingo Customer Service. I hope this email finds you well. We appreciate your interest in our new customer offers. We have the £40 Bingo Bonus & 40 Free Spins on Lock O? The Irish, available any time! Just register then deposit & spend £10 in Selected Bingo rooms. For further information about our welcome offer bonus, you may check the link provided: <https://www.foxybingo.com/en/p/promotions/new-welcome> For further information about our other promotions, you may check this link: <https://promo.foxybingo.com/en/promo/offers>

Time Received: 03-23-2023 10:17:54

Response Time: 3112 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-18-2023 08:37:49

Foxy Bingo UK Online Casino Response:

Thanks for contacting Foxy Bingo Customer Support. We couldn't find an account registered to the email you're contacting us from ? please use the address which you registered with. If you don't know the email address or you can't access it, we can happily update your account with your current email address. If you'd like us to do this, just send us the details below: - Your first and last name; - Your date of birth; - Your phone number; - A copy of your ID document. Please confirm the above details and send your photo ID (e.g. your driving licence, passport or both sides of your national ID card) to documents@foxybingo.com so we can resolve the issue for you.



Time Received: 03-20-2023 11:17:09
Response Time: 3039 minutes

Email Test #4

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

Time Sent: 03-22-2023 10:42:05

Foxy Bingo UK Online Casino Response: Thank you for contacting Foxy Bingo Customer Support regarding your query. I hope this email finds you well and safe. Please send us a chat request when you try to access your account. We are open 24 hours a day and 7 days a week. Should you require any further assistance on this or any other matter, please don't hesitate to contact Foxy Bingo Customer Support, or you can visit our Help Centre 24/7, we'll be happy to help.

Time Received: 03-24-2023 01:47:49
Response Time: 2346 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

Foxy Bingo UK Online Casino Response: Thanks for contacting Foxy Bingo customer support regarding the phone number. I hope this email finds you well. 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 customer support phone numbers for your reference: +44 (0) 800-279-4501

Time Received: 03-26-2023 20:56:32
Response Time: 2324 minutes

