



FruitKings UK Online Casino Email Support Test

How fast and reliable is email support from FruitKings UK Online Casino?

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

We tested FruitKings UK Online Casino's email support by sending different questions on various times of the day across weeks to determine:

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

These tests were conducted by Great.com.

FruitKings UK Online Casino Email Support Test Results

5 **Total Responses:**

Average Email Response Rate: 100%

Average Email Response Time: 8 minutes

Email Response Stars:

SWEDISH INITIATIVE Email Response Time Stars:

Email Support Stars: 5

14 **Email Support Rank:**

Average time to get a response from FruitKings Casino:

8 minutes

Email Test #1

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

Time Sent: 03-20-2023 05:24:17

FruitKings 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 -



Latest update: 2023-06-12

10pm (Saturday, Sunday & Bank Holidays).

Time Received: 03-20-2023 05:34:42

Response Time: 10 minutes

Email Test #2

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

requirements?

Time Sent: 03-20-2023 06:24:29

FruitKings 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: 03-20-2023 06:33:00

Response Time: 9 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-17-2023 08:26:10 W E D I S H I N I T I A T I V E

FruitKings 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: 03-17-2023 08:31:20

Response Time: 5 minutes

Email Test #4

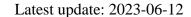
Question: Do you have live chat support and if so, what is its

hours?

Time Sent: 03-23-2023 10:43:51

FruitKings 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: 03-23-2023 10:51:52

Response Time: 8 minutes

Email Test #5

Question: What is the customer support phone number and

when is it available?

Time Sent: 03-27-2023 05:56:34

FruitKings 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: 03-27-2023 06:04:24

Response Time: 8 minutes

A SWEDISH INITIATIVE