



# 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

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	8 minutes
Email Response Stars:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	14

### 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 -



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

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



Latest update: 2023-06-12

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

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