

GGPoker UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

GGPoker UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	34 minutes
Email Response Stars:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	25

Average time to get a response from GGPoker Casino:

34 minutes

Email Test #1

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

Time Sent: 03-23-2023 05:37:34

GGPoker UK Online Casino Response: To download our app, please use the direct download links below, according to your device OS:
WINDOWS:
<https://download.good-game-network.com/desktop/installer/windows/ggpokeruk> [1] MAC:
<https://download.good-game-network.com/desktop/i>

nstaller/osx/ggpokeruk [2] ANDROID / IOS:
<https://download.good-game-network.com/mobile-page/ggpokeruk?lang=en> [3] Let us know if you encounter any issues installing our App or if you have any other questions by replying to this email and we'll be happy to help.

Time Received: 03-23-2023 07:09:54

Response Time: 92 minutes

Email Test #2

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

Time Sent: 03-17-2023 07:00:16

GGPoker UK Online
Casino Response:

We cannot locate an account related to the email address you are contacting us from. For any future questions, we recommend only contacting us from your registered email address, as this will speed up your interaction. If you are unable to contact us from the registered address on your account, we can still assist you - but for security reasons, we would like to kindly request that you confirm the following before we can assist with your query: * Registered email address; * Nickname; * Date of Birth; * Home address.

Time Received: 03-17-2023 07:59:30

Response Time: 59 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-20-2023 08:42:20

GGPoker UK Online
Casino Response:

Thank you for contacting GGPoker Cashier Team. Please note that all withdrawal requests undergo an internal audit process to ensure fraud prevention, anti-money laundering, countering the financing of terrorism, and other legal obligations and regulatory requirements are met. Withdrawals generally take 24 hours to process, but in some cases, they may take up to 72 hours. After the withdrawal has been processed from our end, it can take as quickly as 1 hour or up to 10 days for the funds to reach your account or ewallet. We appreciate your patience.

Time Received: 03-20-2023 08:49:25

Response Time:

7 minutes

Email Test #4

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

Time Sent: 03-25-2023 10:50:52

GGPoker UK Online Casino Response: Thank you for contacting GGPoker Support. We do not offer live chat. However, we are quick to respond and more than happy to assist you by email.

Time Received: 03-25-2023 10:57:57

Response Time: 7 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

GGPoker UK Online Casino Response: We regret to inform you that GGPoker UK doesn't have a dedicated call centre department.

Time Received: 03-27-2023 06:02:42

Response Time: 6 minutes