

Hyper Casino UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Hyper Casino UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	383 minutes
Email Response Stars:	2
Email Response Time Stars:	2
Email Support Stars:	4
Email Support Rank:	66

Average time to get a response from Hyper Casino Casino:

383 minutes

Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-20-2023 05:24:18
Hyper Casino UK Online Casino Response:	You can simply go onto the site and click on 'Register', there it will take you to the page to enter all your details and start up the account!
Time Received:	03-20-2023 07:30:46
Response Time:	126 minutes

Email Test #2

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

Time Sent: 03-20-2023 06:24:30

Hyper Casino UK Online Casino Response: Here at Hyper Casino, we offer first two deposit welcome bonuses consisting of: 1. Welcome bonus: 100% up to 100 GBP/EUR 2. Welcome bonus: 50% up to 200 GBP/EUR

Time Received: 03-20-2023 11:53:01

Response Time: 329 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-15-2023 08:33:03

Hyper Casino UK Online Casino Response: We aim to process all withdrawals within 24hrs of being requested unless we require to verify the account. In this case, we process withdrawals within 24hrs of the verification process being completed.

Time Received: 03-15-2023 10:33:55

Response Time: 121 minutes

Email Test #4

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

Time Sent: 03-21-2023 10:30:28

Hyper Casino UK Online Casino Response: Hyper Casino does in fact have a Live Chat, which you can find via the support page on the website. We are available 24/7 via chat and telephone!

Time Received: 03-22-2023 03:10:34

Response Time: 1000 minutes

Email Test #5

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

Time Sent: 03-20-2023 06:10:36

Hyper Casino UK Online
Casino Response:

Unfortunately we were unable to detect an account with the email address you've contacted us with. Please contact us with the email address connected to the account registration, or confirm the following details of your account: - Full name - Address - Registered email address - Date of birth - Last used payment method - Approximate amount of your last payment In addition, kindly note that our telephone lines are open 24/7, you may call on +356 2034 1531

Time Received: 03-20-2023 11:49:12

Response Time: 339 minutes

Great.com

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