



Jackpot.com UK Online Casino Email Support Test

How fast and reliable is email support from Jackpot.com UK Online Casino?

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

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

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

These tests were conducted by Great.com.

Jackpot.com UK Online Casino Email Support Test Results

5 **Total Responses:**

Average Email Response Rate: 100%

Average Email Response Time: 126 minutes

Email Response Stars:

SWEDISH INITIATIVE **Email Response Time Stars:**

Email Support Stars: 4.5

Email Support Rank: 46

Average time to get a response from Jackpot.com Casino:

126 minutes

Email Test #1

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

Time Sent: 03-22-2023 05:21:39

Jackpot.com UK Online

Casino Response:

Thanks for getting in touch with us and welcome to Jackpot! Let?s get you started: 1) Go to uk.jackpot.com 2) Register with your email address from the Signup box 3) Pick the lottery you wish to play 4) Choose your numbers 5) Review your order

6) Purchase your order



Latest update: 2023-06-12

Time Received: 03-22-2023 06:45:59

Response Time: 84 minutes

Email Test #2

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

requirements?

Time Sent: 03-18-2023 06:33:01

Jackpot.com UK Online

Casino Response:

Welcome offer consists of 50 free psins on the game Bigger Bass Bonanza. You are required to deposit at least 15GBP and spend them on slots or scratch card games for the spins to be assigned.

Time Received: 03-18-2023 08:40:54

128 minutes Response Time:

Email Test #3

Question: How long do withdrawals take?

03-21-2023 08:25:33 Time Sent:

Jackpot.com UK Online

Casino Response:

t can take up to 72 working hours for the withdrawal

to be processed.

03-21-2023 08:36:15 W E D I S H I N I T I A T I V E Time Received:

Response Time: 11 minutes

Email Test #4

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

hours?

Time Sent: 03-26-2023 23:13:43

Jackpot.com UK Online

Casino Response:

Unfortunately due to intense workflow and

extremely high traffic there is no option for all the

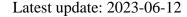
chats to be accepted.

03-27-2023 05:03:26 Time Received:

Response Time: 350 minutes

Email Test #5

Question: What is the customer support phone number and





when is it available?

Time Sent: 03-24-2023 06:15:56

Jackpot.com UK Online Casino Response:

Generally, the number that can be used is **+441515414507** but unfortunately due to intense workflow and extremely high traffic there is no option for all the calls to be accepted.

Time Received: 03-24-2023 07:14:08

Response Time: 58 minutes

Great.com

S W E D I S H I N I T I A T I V E