

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

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	126 minutes
Email Response Stars:	2
Email Response Time Stars:	2.5
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

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

Response Time: 84 minutes

Email Test #2

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

Response Time: 128 minutes

Email Test #3

Question: How long do withdrawals take?

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

Jackpot.com UK Online Casino Response: t can take up to 72 working hours for the withdrawal to be processed.

Time Received: 03-21-2023 08:36:15

Response Time: 11 minutes

Email Test #4

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

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

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

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