

Kwiff UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Kwiff UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	27 minutes
Email Response Stars:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	21

Average time to get a response from Kwiff Casino:

27 minutes

Email Test #1

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

Time Sent: 03-21-2023 05:08:41

Kwiff UK Online Casino Response: In order to sign-up with kwiff, you can register a new account using our website (<https://kwiff.com>) or via App. Once you access one of these, you just click on "Join" and fill in the required details to complete the account registration. Whilst hoping that the above is to your understanding/satisfaction, please

do not hesitate to get back to us should you need any further assistance.

Time Received: 03-21-2023 05:29:29

Response Time: 21 minutes

Email Test #2

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

Time Sent: 03-19-2023 06:43:02

Kwiff UK Online Casino Response: Please note that we have 2 welcome offers. One for Casino and one for Sports. For more information, T&Cs, and requirements, please visit this link: <https://promo.kwiff.com/>.

Time Received: 03-19-2023 06:53:30

Response Time: 10 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-21-2023 08:25:34

Kwiff UK Online Casino Response: We aim to process Withdrawals within 24 hours by our Payments Team. You can also check our FAQs for more details regarding withdrawals. <https://kwiff.zendesk.com/hc/en-us/articles/360002360198-How-long-will-my-withdrawal-take-to-be-processed-> However, sometimes it can take longer due to high volumes of requests or additional documents/information to be requested by our relevant department.

Time Received: 03-21-2023 08:30:46

Response Time: 5 minutes

Email Test #4

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

Time Sent: 03-24-2023 10:37:23

Kwiff UK Online Casino Response: May I please begin by taking your postcode and date of birth, so that I can look into this for you? While hoping that the above is to your

understanding, please do not hesitate to get back to us should you need any more help.

Time Received: 03-24-2023 11:50:36

Response Time: 73 minutes

Email Test #5

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

Time Sent: 03-21-2023 05:54:33

Kwiff UK Online Casino Response: As we do not have a phone number support line, you can reach out to us via your Kwiff email, or you can pop into one of our live chats where a customer agent will be able to support you with any concerns or queries. Our live chats operate from 8am to Midnight (UK time).

Time Received: 03-21-2023 06:17:23

Response Time: 23 minutes

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