

Ladbrokes UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Ladbrokes UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	998 minutes
Email Response Stars:	2
Email Response Time Stars:	1.5
Email Support Stars:	3.5
Email Support Rank:	72

Average time to get a response from Ladbrokes Casino:

998 minutes

Email Test #1

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

Time Sent: 03-22-2023 05:21:40

Ladbrokes UK Online Casino Response: Thanks for contacting Ladbrokes Customer Service. I hope you're doing well. We appreciate your interest in having an account with us. To register a new account, just visit www.ladbrokes.com and click on 'Join'. For additional reference on account registration, feel free to check the following Help

Centre
page:?<https://help.ladbrokes.com/en/general-information/registration>

Time Received: 03-23-2023 01:59:52

Response Time: 1238 minutes

Email Test #2

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

Time Sent: 03-18-2023 06:33:02

Ladbrokes UK Online Casino Response: Please know that we have a variety of offers available for you to take advantage of! Please click on the links below to learn more about our Welcome Offers for each product: - Sports Welcome Offer - Bet £5 and Get £20 Free Bets - Casino Welcome Offer - Bet £10 and Get £50 Casino Bonus - Bingo Welcome Offer - Bet £5 and Get £25 on Bingo Tickets - Poker Welcome Offer - Deposit £10 Get £50 Worth of Poker Tickets

Time Received: 03-19-2023 08:29:13

Response Time: 1556 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-22-2023 08:50:48

Ladbrokes UK Online Casino Response: Thank you for contacting Ladbrokes Customer Support. I hope this email finds you well, Harry, this is regarding your query on how long the withdrawals take from Ladbrokes. We couldn't find an account registered to the email you're contacting us from, please use the address which you registered with. I do apologize for the inconvenience that this caused you, we only assist customers who have an account with us, Kindly see this link for further details: <https://help.ladbrokes.com/en/general-information/payments/withdrawal-methods>

Time Received: 03-23-2023 12:03:45

Response Time: 1633 minutes

Email Test #4

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

Time Sent: 03-27-2023 10:32:41

Ladbrokes UK Online Casino Response: Thank you for contacting Ladbrokes Customer Support. I hope you are doing great! As of the moment, though I would like to assist you with your concern, we were not able to relate your current email address to a valid registered account. Please note that we will not be able to respond to any concerns or inquiries relating to the account in question, as this email was not sent via the email address registered under the account holder.

Time Received: 03-27-2023 11:14:50

Response Time: 42 minutes

Email Test #5

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

Time Sent: 03-20-2023 06:10:39

Ladbrokes UK Online Casino Response: I understand that you want to contact our Customer Support over the phone. Having checked, it appears the details you gave don't match the one on record, and I'm sorry that I am unable to assist you further. To validate your account details, an ID document needs to be sent to documents@ladbrokes.com. We accept any government-issued ID card, although it must clearly state your first name, last name, date of birth, and a photo of you.

Time Received: 03-20-2023 14:49:23

Response Time: 519 minutes