

LeoVegas UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

LeoVegas UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	1250 minutes
Email Response Stars:	2
Email Response Time Stars:	1.5
Email Support Stars:	3.5
Email Support Rank:	75

Average time to get a response from LeoVegas Casino:

1250 minutes

Email Test #1

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

Time Sent: 03-26-2023 05:07:36

LeoVegas UK Online Casino Response: May I ask if you are having difficulties registering? Once you are on the main page on the right-hand side there is a green button ****OPEN ACCOUNT**** <<-- click here And follow the steps they are asking you to fill in.

Time Received: 03-27-2023 04:15:43

Response Time: 1388 minutes

Email Test #2

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

Time Sent: 03-14-2023 06:39:29

LeoVegas UK Online Casino Response: **_**Here**_** you can find all our deposit bonuses we currently offer! If there is anything else you need, we are available 24/7 through chat and through email at any time. Don't forget, you can also check out our new and improved Help Center to see if you can find the answer you're looking for!

Time Received: 03-15-2023 12:59:56

Response Time: 1820 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-26-2023 21:08:46

LeoVegas UK Online Casino Response: Thank you for contacting LeoVegas customer support and hope this email finds you well! Upon review, I have been unable to locate an account with the email you have contacted us with. I kindly advise contacting us with your registered email on your account, or you can also contact us via live chat to look further into your query for you. If there's anything else you need, please ****contact us again****, we are happy to help via live chat or email. Alternatively, you can also check out our new and improved ****Help Center**** to see if you can find the answer you are looking for!

Time Received: 03-27-2023 02:21:58

Response Time: 313 minutes

Email Test #4

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

Time Sent: 03-23-2023 10:43:53

LeoVegas UK Online Casino Response: Thank you for contacting LeoVegas customer support, hope you've had a great weekend so far! Yes LeoVegas does have a LiveChat. which

operates 24/7.

Time Received: 03-25-2023 05:13:03

Response Time: 2549 minutes

Email Test #5

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

Time Sent: 03-27-2023 05:56:37

LeoVegas UK Online Casino Response: Thank you for contacting LeoVegas customer support and hope this email finds you well! Unfortunately we don't have a support number available, however we are available 24/7 via live chat and email to assist with any queries you have.

Time Received: 03-27-2023 08:54:41

Response Time: 178 minutes

Great.com

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