



# **Lucky VIP UK Online Casino Email Support Test**

How fast and reliable is email support from <u>Lucky VIP UK Online Casino</u>?

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

We tested <u>Lucky VIP UK Online Casino</u>'s email support by sending different questions on various times of the day across weeks to determine:

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

These tests were conducted by Great.com.

## **Lucky VIP UK Online Casino Email Support Test Results**

### Average time to get a response from Lucky VIP Casino:

3 minutes

#### **Email Test #1**

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

Time Sent: 03-18-2023 05:52:22

Lucky VIP UK Online Casino Response:

We're no longer monitoring any emails sent to this address, so you won't receive a response if you send anything here. We made this change to improve the level of service we provide and direct our customers to contact us via Live Chat or Message - this is the best and fastest way to get



Latest update: 2023-06-12

support from us. You can submit your query or chat

with one of our friendly advisers online.

Time Received: 03-18-2023 05:52:36

Response Time: 0 minutes

**Email Test #2** 

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

requirements?

Time Sent: 03-22-2023 06:25:23

Lucky VIP UK Online Casino Response:

We're no longer monitoring any emails sent to this address, so you won't receive a response if you send anything here. We made this change to improve the level of service we provide and direct our customers to contact us via Live Chat or Message - this is the best and fastest way to get support from us. You can submit your query or chat

with one of our friendly advisers online.

Time Received: 03-22-2023 06:26:23

Response Time:

1 minutes

Email Test #3

How long do withdrawals take? Question: INITIATIVE

Time Sent: 03-20-2023 08:42:26

Lucky VIP UK Online Casino Response:

We're no longer monitoring any emails sent to this address, so you won't receive a response if you send anything here. We made this change to improve the level of service we provide and direct our customers to contact us via Live Chat or Message - this is the best and fastest way to get support from us. You can submit your query or chat with one of our friendly advisers online.

Time Received: 03-20-2023 08:53:08

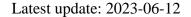
Response Time: 11 minutes

**Email Test #4** 

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

hours?

Time Sent: 03-24-2023 10:38:30





Lucky VIP UK Online Casino Response:

We're no longer monitoring any emails sent to this address, so you won't receive a response if you send anything here. We made this change to improve the level of service we provide and direct our customers to contact us via Live Chat or Message - this is the best and fastest way to get support from us. You can submit your query or chat with one of our friendly advisers online.

Time Received: 03-24-2023 10:39:35

Response Time: 1 minutes

#### **Email Test #5**

Question: What is the customer support phone number and

when is it available?

Time Sent: 03-20-2023 06:10:43

Lucky VIP UK Online Casino Response:

We're no longer monitoring any emails sent to this address, so you won't receive a response if you send anything here. We made this change to improve the level of service we provide and direct our customers to contact us via Live Chat or Message - this is the best and fastest way to get support from us. You can submit your query or chat with one of our friendly advisers online.

Time Received: 03-20-2023 06:11:46

Response Time: 1 minutes A S W E D | S H | N | T | A T | V E