

Lucky VIP UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Lucky VIP UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	3 minutes
Email Response Stars:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	9

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

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

Question: How long do withdrawals take?

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