



Latest update: 2023-06-12

Magical Vegas UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Magical Vegas UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	2 minutes
Email Response Stars:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	6

Average time to get a response from Magical Vegas Casino:

2 minutes

Email Test #1

Question: How do I sign-up with your online casino?
Time Sent: 03-23-2023 05:38:51

Magical Vegas 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



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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: 03-23-2023 05:39:42

Response Time: 1 minutes

Email Test #2

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

Time Sent: 03-17-2023 07:00:17

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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: 03-17-2023 07:02:30

Response Time: 2 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-25-2023 08:36:03

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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: 03-25-2023 08:38:33

Response Time: 2 minutes

Email Test #4

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



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Time Sent: 03-24-2023 10:37:29

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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 10:39:36

Response Time: 2 minutes

Email Test #5

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

Time Sent: 03-22-2023 05:57:33

Magical Vegas 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 05:58:05

Response Time: 1 minutes