

# MrQ UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

## MrQ UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	100 minutes
Email Response Stars:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	41

### Average time to get a response from MrQ Casino:

100 minutes

### Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-20-2023 05:24:24
MrQ UK Online Casino Response:	Visit our website <a href="http://www.mrq.com">www.mrq.com</a> there is a really straightforward process for registering with us there
Time Received:	03-20-2023 07:08:06
Response Time:	104 minutes

## Email Test #2

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

Time Sent: 03-20-2023 06:24:36

MrQ UK Online Casino Response: Our current first deposit bonus is 20 free spins on the Book of Dead when your deposit £10. The requirements are as follows | 20 Free Spins credited upon your first £10 deposit on Book of Dead slot only, valued at 10p per spin. Free Spins must be used within 48 hours of qualifying. All winnings are uncapped and credited to your real money balance.

Time Received: 03-20-2023 11:53:00

Response Time: 328 minutes

## Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-24-2023 08:52:03

MrQ UK Online Casino Response: Withdrawals can be instant, or anything up to 5 working days depending if verification is required.

Time Received: 03-24-2023 08:58:09

Response Time: 6 minutes

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## Email Test #4

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

Time Sent: 03-22-2023 10:42:12

MrQ UK Online Casino Response: Yes we have a live chat. It can be located within the main menu or by clicking here. Live chat is currently open 8am - 8pm

Time Received: 03-22-2023 10:51:09

Response Time: 9 minutes

## Email Test #5

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

Time Sent: 03-23-2023 06:03:44

MrQ UK Online Casino  
Response:

We don't offer telephone support, just live chat and email. Live chat is open 7 days a week between 8am-8pm

Time Received:

03-23-2023 06:56:33

Response Time:

53 minutes

# Great.com

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