

Parimatch UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Parimatch UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	311 minutes
Email Response Stars:	2
Email Response Time Stars:	2
Email Support Stars:	4
Email Support Rank:	60

Average time to get a response from Parimatch Casino:

311 minutes

Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-25-2023 05:48:28
Parimatch UK Online Casino Response:	Kindly sign up through the following link; https://www.parimatch.co.uk/en-gb/account/new?first_modal=true
Time Received:	03-25-2023 13:16:19
Response Time:	448 minutes

Email Test #2

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

Time Sent: 03-15-2023 06:30:41

Parimatch UK Online Casino Response: You can review the Welcome Offers available on site by following the link provided below; <https://www.parimatch.co.uk/en-gb/offer> Should you have any further questions, please do not hesitate to contact us. Please take a moment to visit our Safer Gambling Portal, where you can find lots of great information, tools and resources on managing your gambling at Parimatch

Time Received: 03-15-2023 10:58:41

Response Time: 268 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-17-2023 08:26:20

Parimatch UK Online Casino Response: All withdrawals are processed within 24 hours. Once you request these funds, should your bank accept this as fast withdrawals it will take up to 24 hours to be processed from our side, the timeframe is then down to the banking system which can take from 30 minutes to receive. However, should this not be accepted then following the 24 hours processing this will be with you in 2-5 banking days.

Time Received: 03-17-2023 10:25:01

Response Time: 119 minutes

Email Test #4

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

Time Sent: 03-21-2023 10:30:36

Parimatch UK Online Casino Response: We can confirm we do have live chat and we are available 24/7

Time Received: 03-21-2023 21:39:32

Response Time: 669 minutes

Email Test #5

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

Time Sent: 03-28-2023 06:14:00

Parimatch UK Online Casino Response: We do not have an incoming phone number, however if you wish i can request a call back for you, please be advised it can take up to 24 hours for us to get in contact Alternatively, if you could confirm the nature of your query i would be more than happy to look into this for you.

Time Received: 03-28-2023 07:07:50

Response Time: 54 minutes

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