



# **Peachy Games UK Online Casino Email Support Test**

How fast and reliable is email support from **Peachy Games UK Online Casino**?

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

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

These tests were conducted by Great.com.

# **Peachy Games UK Online Casino Email Support Test Results**

Total Responses:

Average Email Response Rate:

Average Email Response Time:

Email Response Stars:

Email Response Time Stars:

Email Support Stars:

Email Support Rank:

4

80%

5 minutes

1.5

4.5

4.5

## Average time to get a response from Peachy Games Casino:

5 minutes

### **Email Test #1**

Unfortunately, Peachy Games UK Online Casino did not respond to our first question. We will update when we have a chance to retest.

#### **Email Test #2**

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

requirements?



Latest update: 2023-06-12

Time Sent: 03-27-2023 06:27:43

Peachy Games UK

Online Casino Response: In order for us to help you with your query as quickly

as possible, please can you confirm the following security details: - Date of birth - Postcode As soon as your security details are checked, an agent will be in touch as soon as possible. Our opening hours are 9am - 10pm (Monday to Friday) and 11am -10pm (Saturday, Sunday & Bank Holidays).

Time Received: 03-27-2023 06:30:52

Response Time: 3 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-16-2023 08:27:56

Peachy Games UK

Online Casino Response: In order for us to help you with your query as quickly

as possible, please can you confirm the following security details: - Date of birth - Postcode As soon as your security details are checked, an agent will be in touch as soon as possible. Our opening hours are 9am - 10pm (Monday to Friday) and 11am - 10pm (Saturday, Sunday & Bank Holidays). Thanks again for playing at Peachy Games. If you have any further questions or queries, please don't hesitate to

contact us. We'll be delighted to help.

Time Received: 03-16-2023 08:31:05

Response Time: 3 minutes

**Email Test #4** 

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

hours?

Time Sent: 03-24-2023 10:37:35

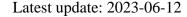
Peachy Games UK

Online Casino Response: In order for us to help you with your query as quickly

as possible, please can you confirm the following security details: - Date of birth - Postcode As soon as your security details are checked, an agent will be in touch as soon as possible. Our opening hours are 9am - 10pm (Monday to Friday) and 11am -

10pm (Saturday, Sunday & Bank Holidays).

Time Received: 03-24-2023 10:48:23





Response Time: 11 minutes

**Email Test #5** 

Question: What is the customer support phone number and

when is it available?

03-26-2023 18:37:59 Time Sent:

Peachy Games UK

Online Casino Response: In order for us to help you with your query as quickly as possible, please can you confirm the following security details: - Date of birth - Postcode As soon as your security details are checked, an agent will be in touch as soon as possible. Our opening hours are 9am - 10pm (Monday to Friday) and 11am - 10pm (Saturday, Sunday & Bank Holidays).

Time Received: 03-26-2023 18:42:37

Response Time: 5 minutes

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