

# Play Sunny UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

## Play Sunny UK Online Casino Email Support Test Results

|                              |            |
|------------------------------|------------|
| Total Responses:             | 5          |
| Average Email Response Rate: | 100%       |
| Average Email Response Time: | 60 minutes |
| Email Response Stars:        | 2          |
| Email Response Time Stars:   | 3          |
| Email Support Stars:         | 5          |
| Email Support Rank:          | 32         |

### Average time to get a response from Play Sunny Casino:

60 minutes

### Email Test #1

Question: How do I sign-up with your online casino?

Time Sent: 03-14-2023 00:17:00

Play Sunny UK Online Casino Response: You can register on our PlaySunny site by clicking 'Join now' on our website: <https://www.playsunny.co.uk/> Thanks again for getting in touch. If you have any further questions or queries, please don't hesitate to contact us. We'll be delighted to help.

Time Received: 03-14-2023 04:49:04

Response Time: 272 minutes

### Email Test #2

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

Time Sent: 03-26-2023 19:08:54

Play Sunny 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 19:13:57

Response Time: 5 minutes

### Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-21-2023 08:25:42

Play Sunny UK Online Casino Response: Hi, Thank you for your query. 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: 03-21-2023 08:36:14

Response Time: 11 minutes

### Email Test #4

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

Time Sent: 03-25-2023 10:51:09

Play Sunny 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: 03-25-2023 10:57:59

Response Time: 7 minutes

### Email Test #5

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

Time Sent: 03-27-2023 05:56:45

Play Sunny 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 06:04:25

Response Time: 8 minutes

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