

PlayLuck UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

PlayLuck UK Online Casino Email Support Test Results

Total Responses:	4
Average Email Response Rate:	80%
Average Email Response Time:	39 minutes
Email Response Stars:	1.5
Email Response Time Stars:	3
Email Support Stars:	4.5
Email Support Rank:	26

Average time to get a response from PlayLuck Casino:

39 minutes

Email Test #1

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

Time Sent: 03-16-2023 05:41:31

PlayLuck UK Online Casino Response: Thank you for contacting playluck.com. Please clarify, is there any error when you are trying to register? If yes, please provide us with a screenshot. For me to assist you further, please can you answer the following verification questions according to the information in your playing

account? ? Full Name: ? Email address: ? Date of Birth: ? Home Address: Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page.

Time Received: 03-16-2023 06:13:51

Response Time: 32 minutes

Email Test #2

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

Time Sent: 03-24-2023 06:26:39

PlayLuck UK Online Casino Response: Thank you for contacting PlayLuck We do offer the Welcome package for new depositing players. To claim it, you need to deposit min of 20 and offer details can be checked by the following link: <https://www.playluck.com/promotions>

Time Received: 03-24-2023 07:21:14

Response Time: 55 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-23-2023 09:01:48

PlayLuck UK Online Casino Response: Thank you for contacting playfrank.com Kindly note that it takes around two working days for our payments team to process your initial request. After 2 business days, You may be required to upload documentation. Should this be the case, we will contact you to advise. so in case we need to have any documents, you will be informed .

Time Received: 03-23-2023 09:56:32

Response Time: 55 minutes

Email Test #4

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

Email Test #5

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

Time Sent: 03-28-2023 06:14:01

PlayLuck UK Online Casino Response: Thank you for contacting us at Playluck.com Kindly be informed that unfortunately we do not have a phone support number, however, we do have a LiveChat that you can contact us with, we will be more than happy to help you out!

Time Received: 03-28-2023 06:27:55

Response Time: 14 minutes

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