

# Playzee UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

## Playzee UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	69 minutes
Email Response Stars:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	35

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

69 minutes

### Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-18-2023 05:52:27
Playzee UK Online Casino Response:	Thank you for reaching out to Playzee. Kindly note that this is our sites direct link here: <a href="https://www.playzee.com">https://www.playzee.com</a>
Time Received:	03-18-2023 07:08:39
Response Time:	76 minutes

**Email Test #2**

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

Time Sent: 03-22-2023 06:25:28

Playzee UK Online Casino Response: Thank you for reaching out to Playzee. We have recognised your query/concern and would gladly assist in the best way we can. We kindly ask that you please visit us on Live chat as this will enable us to best assist you.

Time Received: 03-22-2023 07:44:37

Response Time: 79 minutes

**Email Test #3**

Question: How long do withdrawals take?

Time Sent: 03-25-2023 08:36:07

Playzee UK Online Casino Response: Thank you for reaching out to Playzee. All withdrawals at our casino will remain pending for approximately 48 hours. Upon approval, your withdrawal will be released to your choice of wallet which in most cases reflects immediately but can take up to 24 hours. Should you withdraw to your bank account or (credit card), withdrawals typically reflect within the first 2 business days, but can take up to 5 business days to reflect depending on your bank's processing facilities.

Time Received: 03-25-2023 10:30:07

Response Time: 114 minutes

**Email Test #4**

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

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

Playzee UK Online Casino Response: Thank you for reaching out to Playzee. \*\*Yes we do. You can access Live Chat from the homepage.\*\* Should you have any further queries, please do not hesitate to reach out to us via Email or our Live Chat Facility. For your convenience, we are available 24/7.

Time Received: 03-24-2023 11:10:06

Response Time: 32 minutes

## Email Test #5

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

Time Sent: 03-26-2023 18:38:06

Playzee UK Online Casino Response: Thank you for reaching out to Playzee. Kindly note we do not operate via calls, only email or live chat. The email address is support@playzee.com. Should you have any further queries, please do not hesitate to reach out to us via Email or our Live Chat Facility.

Time Received: 03-26-2023 19:22:58

Response Time: 45 minutes

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