



PokerStars UK Online Casino Email Support Test

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

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

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

These tests were conducted by Great.com.

PokerStars UK Online Casino Email Support Test Results

Total Responses: 5

Average Email Response Rate: 100%

Average Email Response Time: 28 minutes

Email Response Stars: 2

Email Response Time Stars:

A S W E D I S H I N I T I A T I V E

Email Support Stars: 5
Email Support Rank: 22

Average time to get a response from PokerStars Casino:

28 minutes

Email Test #1

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

Time Sent: 03-21-2023 05:08:16

PokerStars UK Online Casino Response:

Greetings from us at Stars Support. To create a PokerStars account through our Casino platform, go to https://www.pokerstars.uk/casino/ and click on the 'Join' button in the upper right corner. If you have some other issues or questions, do not

hesitate to contact us.



Latest update: 2023-06-12

INITIATIVE

Time Received: 03-21-2023 05:20:00

Response Time: 12 minutes

Email Test #2

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

requirements?

Time Sent: 03-19-2023 06:43:09

PokerStars UK Online Casino Response:

Hello, Thanks for reaching out. You've contacted us from an email address that's not registered to a user account. You can get help via our Live Assistance on our website: If you don't have access to your account or your registered email address, send us

these details: Your username (best guess if unsure)
Your name Your mailing address (the one
registered to your account) Your ZIP/Postal code
Your date of birth Any email address possibly registered to your account A telephone number in

case we need to contact you

Time Received: 03-19-2023 06:45:17

Response Time:

2 minutes

Email Test #3

How long do withdrawals take? Question:

03-28-2023 08:33:55 Time Sent:

PokerStars UK Online

Casino Response:

The credit timeframe always depends on the

payment method you want to use.

Time Received: 03-28-2023 09:48:16

Response Time: 74 minutes

Email Test #4

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

hours?

Time Sent: 03-25-2023 10:51:11

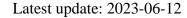
PokerStars UK Online

Casino Response:

ou can get help via our Live Assistance on our website: Help? Contact Us We are available 24/7

03-25-2023 11:09:56 Time Received:

Response Time: 19 minutes





Email Test #5

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

Time Sent: 03-23-2023 06:03:46

PokerStars UK Online Casino Response:

We don't provide a phone support, but you can reach out to us via our Live Messenger.

Time Received: 03-23-2023 06:36:35

Response Time: 33 minutes

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