

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 [PokerStars UK Online Casino](#)'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 [PokerStars UK Online Casino](#). Once we have these averages for [PokerStars UK Online Casino](#), we compare those with other UK online casinos to determine how good or bad [PokerStars UK Online Casino](#)'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:	3
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.

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

Response Time: 12 minutes

Email Test #2

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

Question: How long do withdrawals take?

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

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

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

Response Time: 19 minutes

Email Test #5

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

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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