

Regent Play UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Regent Play UK Online Casino Email Support Test Results

Total Responses:	4
Average Email Response Rate:	80%
Average Email Response Time:	107 minutes
Email Response Stars:	1.5
Email Response Time Stars:	3
Email Support Stars:	4.5
Email Support Rank:	42

Average time to get a response from Regent Play Casino:

107 minutes

Email Test #1

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

Time Sent: 03-19-2023 05:12:13

Regent Play UK Online Casino Response: In order to register account on our website, please use Login button and click on join us in the bottom of opened tab. Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page.

Time Received: 03-19-2023 07:09:31

Response Time: 117 minutes

Email Test #2

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

Time Sent: 03-21-2023 06:25:38

Regent Play UK Online Casino Response: You need to deposit a minimum of £20 to trigger the welcome package if you opted in and they are as follows First deposit : 100% match up of up to £50 and 20 Spins on Starburst Second Deposit : 50% match up of up to £75 Third Deposit : 50% match up of up to £75 Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page.

Time Received: 03-21-2023 11:22:49

Response Time: 297 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-27-2023 08:27:46

Regent Play UK Online Casino Response: Thank you for contacting regentplay.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.

Time Received: 03-27-2023 08:37:06

Response Time: 9 minutes

Email Test #4

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

Time Sent: 03-23-2023 10:44:08

Regent Play UK Online Casino Response: We are available 7 days a week, all day from 08:00am BST to 00:00am BST should you have any other questions please contact us on chat.

Time Received: 03-23-2023 10:46:36

Response Time: 2 minutes

Email Test #5

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

Great.com

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