

SlotsMillion UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

SlotsMillion UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	59 minutes
Email Response Stars:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	31

Average time to get a response from SlotsMillion Casino:

59 minutes

Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-25-2023 05:48:31
SlotsMillion UK Online Casino Response:	SLOTSMILLION will stop operating in the UK from April 10th, 2023 onwards. Due to this, it is no longer possible to register new Accounts in the UK. Thank you for your understanding.
Time Received:	03-25-2023 06:06:38

Response Time: 18 minutes

Email Test #2

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

Time Sent: 03-15-2023 06:30:43

SlotsMillion UK Online Casino Response: Looks like you have not yet created an account with us, please let us know the country you are located, in order for us to check the welcome offer bonus in your region.

Time Received: 03-15-2023 06:36:52

Response Time: 6 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-20-2023 08:42:34

SlotsMillion UK Online Casino Response: After being approved withdrawals will be complete within 1 - 5 work days. Please also note withdrawals are dependent on account verification, which requires certain documents to be approved, such as proof of identity and proof of address.

Time Received: 03-20-2023 09:10:39

Response Time: 28 minutes

Email Test #4

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

Time Sent: 03-26-2023 23:14:05

SlotsMillion UK Online Casino Response: I hope you are doing well. Thank you for your email, you have reached Slots Million customer support, are operating hours for the live chat is the following from 8:00 AM to 5:00 PM UTC 7 days a week.

Time Received: 03-27-2023 03:10:02

Response Time: 236 minutes

Email Test #5

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

Time Sent: 03-22-2023 05:57:50

SlotsMillion UK Online Casino Response: This is to kindly inform you that as of April 10, 2023, regretfully SlotsMillion will terminate its services in the UK. In that context kindly take note of the following dates: - The deposits will be accepted until March 27, 2023. - The bets will be accepted until April 10, 2023. From this date and onwards no gaming services will be provided to the players. - Nevertheless, your account will remain active until June 1, 2023, so that you have time to withdraw any available balance and pending winnings and have access to the information related to your game account. - We no longer answering calls. - We no longer accepting newly registered players. - After this date, you may still request the unclaimed funds via email during a certain period. Though we encourage you to proceed with the withdrawal requests before that date.

Time Received: 03-22-2023 06:04:36

Response Time: 7 minutes

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