

# Spin and Win UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

## Spin and Win UK Online Casino Email Support Test Results

|                              |           |
|------------------------------|-----------|
| Total Responses:             | 5         |
| Average Email Response Rate: | 100%      |
| Average Email Response Time: | 2 minutes |
| Email Response Stars:        | 2         |
| Email Response Time Stars:   | 3         |
| Email Support Stars:         | 5         |
| Email Support Rank:          | 7         |

### Average time to get a response from Spin and Win Casino:

2 minutes

### Email Test #1

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

Time Sent: 03-13-2023 00:10:04

Spin and Win UK Online Casino Response: We're no longer monitoring any emails sent to this address, so you won't receive a response if you send anything here. We made this change to improve the level of service we provide and direct our customers to contact us via Live Chat or Message - this is the best and fastest way to get

support from us. You can submit your query or chat with one of our friendly advisers online.

Time Received: 03-13-2023 00:12:03

Response Time: 2 minutes

## Email Test #2

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

Time Sent: 03-27-2023 06:27:46

Spin and Win UK Online Casino Response: We're no longer monitoring any emails sent to this address, so you won't receive a response if you send anything here. We made this change to improve the level of service we provide and direct our customers to contact us via Live Chat or Message - this is the best and fastest way to get support from us. You can submit your query or chat with one of our friendly advisers online.

Time Received: 03-27-2023 06:28:59

Response Time: 1 minutes

## Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-22-2023 08:50:59

Spin and Win UK Online Casino Response: We're no longer monitoring any emails sent to this address, so you won't receive a response if you send anything here. We made this change to improve the level of service we provide and direct our customers to contact us via Live Chat or Message - this is the best and fastest way to get support from us. You can submit your query or chat with one of our friendly advisers online.

Time Received: 03-22-2023 08:52:17

Response Time: 1 minutes

## Email Test #4

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

Time Sent: 03-24-2023 10:37:41

Spin and Win UK Online Casino Response: We're no longer monitoring any emails sent to this address, so you won't receive a response if you send anything here. We made this change to improve the level of service we provide and direct our customers to contact us via Live Chat or Message - this is the best and fastest way to get support from us. You can submit your query or chat with one of our friendly advisers online.

Time Received: 03-24-2023 10:39:37

Response Time: 2 minutes

**Email Test #5**

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

Time Sent: 03-27-2023 05:56:49

Spin and Win UK Online Casino Response: We're no longer monitoring any emails sent to this address, so you won't receive a response if you send anything here. We made this change to improve the level of service we provide and direct our customers to contact us via Live Chat or Message - this is the best and fastest way to get support from us. You can submit your query or chat with one of our friendly advisers online.

Time Received: 03-27-2023 05:58:49

Response Time: 2 minutes

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