

Spin Rio UK Online Casino Email Support Test

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

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

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

These tests were conducted by Great.com.

Spin Rio UK Online Casino Email Support Test Results

Total Responses:	4
Average Email Response Rate:	80%
Average Email Response Time:	77 minutes
Email Response Stars:	1.5
Email Response Time Stars:	3
Email Support Stars:	4.5
Email Support Rank:	37

Average time to get a response from Spin Rio Casino:

77 minutes

Email Test #1

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

Time Sent: 03-16-2023 05:41:37

Spin Rio UK Online Casino Response: Thank you for contacting spinrio.com. Please clarify, is there any error when you are trying to register? If yes, please provide us with a screenshot. For me to assist you further, please can you answer the following verification questions according to the information in your playing account? ? Full Name: ?

Email address: ? Date of Birth: ? Home Address:
Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page.

Time Received: 03-16-2023 06:11:39

Response Time: 30 minutes

Email Test #2

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

Time Sent: 03-24-2023 06:26:41

Spin Rio UK Online Casino Response: Thank you for contacting SpinRio We do offer the Welcome package for new depositing players. To claim it, you need to deposit min of 10 and offer details can be checked by the following link:
<https://www.spinrio.com/uk/promotions/welcome-package/>

Time Received: 03-24-2023 07:25:05

Response Time: 58 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-25-2023 08:36:09

Spin Rio UK Online Casino Response: Thank you for contacting us at Spin Rio. Payment Method Expected processing time: - Credit/Debit Card Instant- up to 6 days - Wire Transfer 2 - 6 days - Neteller/Skrill/Paypal/MuchBetter Instant- up to 2 days - Trustly/Trustly Pay N Play Instant- up to 4 days These are the expected times, kindly note these are only processed on business days.

Time Received: 03-25-2023 11:09:42

Response Time: 154 minutes

Email Test #4

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



Latest update: 2023-06-12

Email Test #5

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

Time Sent: 03-24-2023 06:16:13

Spin Rio UK Online Casino Response: Thank you for contacting spinrio.com Kindly note that our current customer support channels do not include inbound telephone calls. To speak to a member of our team, you can reach us on Live Chat which is available from 8am CET to 00:00am CET seven days a week. Alternatively, you can send us an email via our contact us page. Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page.

Time Received: 03-24-2023 07:24:11

Response Time: 68 minutes

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