

Sun Bingo UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Sun Bingo UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	1252 minutes
Email Response Stars:	2
Email Response Time Stars:	1.5
Email Support Stars:	3.5
Email Support Rank:	76

Average time to get a response from Sun Bingo Casino:

1252 minutes

Email Test #1

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

Time Sent: 03-20-2023 05:24:30

Sun Bingo UK Online Casino Response: As much as we would love to assist you with your query, it appears that the email that you have sent your request from is not linked to one of our accounts. If you wish to re-send your query from the registered email that is held on your account, we would be more than happy to assist you. If you need

to change the email address that is registered on your account, we can arrange this, but we need to do this via phone. Just give us a call from the registered number on your account we will get to work on updating your details for you. For security reasons, we can't change these details via email request or chat.

Time Received: 03-21-2023 04:57:40

Response Time: 1413 minutes

Email Test #2

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

Time Sent: 03-20-2023 06:24:42

Sun Bingo UK Online
Casino Response:

Kindly note that one of our welcome offers requires a first deposit of at least 10 GBP. You'll receive 50 Free spins and once you spend at least 10 GBP on bingo, you'll receive 50 GBP bingo bonus as well. More information about the terms and conditions of this promotion you can find here:
<https://www.sunbingo.co.uk/promotions/welcome-offer>

Time Received: 03-20-2023 12:07:57

Response Time: 343 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-18-2023 08:38:04

Sun Bingo UK Online
Casino Response:

When a withdrawal request is made, it can take up to 24 hours to be approved from our end. After that, you will receive a confirmation email, which will provide you with the transaction code and the time frames for the different payment methods. However, I'm forwarding the following page from within our website for more details:
<https://support.sunbingo.co.uk/hc/en-gb/articles/5096676706449-How-fast-are-withdrawals>

Time Received: 03-18-2023 12:59:16

Response Time: 261 minutes

Email Test #4

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

Time Sent: 03-27-2023 10:32:54

Sun Bingo UK Online Casino Response: Yes, we do have a live chat and it is open from 08 am up till 01 am the next day, all week long. Should you need assistance with anything account related, please contact us from the registered email address, so we can be able to help you and look into it for you.

Time Received: 03-29-2023 10:23:34

Response Time: 2871 minutes

Email Test #5

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

Time Sent: 03-20-2023 06:10:54

Sun Bingo UK Online Casino Response: As much as we would love to assist you with your query, it appears that the email that you have sent your request from is not linked to one of our accounts. If you wish to re-send your query from the registered email that is held on your account, we would be more than happy to assist you.

Time Received: 03-21-2023 05:03:25

Response Time: 1373 minutes