

Sun Vegas UK Online Casino Email Support Test

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

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

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

These tests were conducted by Great.com.

Sun Vegas UK Online Casino Email Support Test Results

Total Responses:	4
Average Email Response Rate:	80%
Average Email Response Time:	1168 minutes
Email Response Stars:	1.5
Email Response Time Stars:	1.5
Email Support Stars:	3
Email Support Rank:	74

Average time to get a response from Sun Vegas Casino:

1168 minutes

Email Test #1

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

Time Sent: 03-21-2023 05:08:17

Sun Vegas 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. If you need to change BOTH your number and your email address, we would need to see some ID from you before we can permit the change. You can send this via ****reply to this email**** stating what you want the details changing ****from**** and ****to****.

Time Received: 03-21-2023 11:16:28

Response Time: 368 minutes

Email Test #2

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

Time Sent: 03-19-2023 06:43:11

Sun Vegas 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: 03-19-2023 11:52:24

Response Time: 309 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-17-2023 08:26:24

Sun Vegas 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: 03-17-2023 15:51:42

Response Time: 445 minutes

Email Test #4

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

Time Sent: 03-26-2023 23:14:07

Sun Vegas 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 10:23:35

Response Time: 3549 minutes

Email Test #5

Unfortunately, Sun Vegas 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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