

The Grand Ivy UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

The Grand Ivy UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	173 minutes
Email Response Stars:	2
Email Response Time Stars:	2.5
Email Support Stars:	4.5
Email Support Rank:	51

Average time to get a response from The Grand Ivy Casino:

173 minutes

Email Test #1

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

Time Sent: 03-25-2023 05:48:35

The Grand Ivy UK Online Casino Response: Thank you for reaching out to Grand Ivy. Kindly note that you are welcome to sign up on our home page. In the top right corner, there should be an option to "Join" or "Login" You are welcome to click "Join" and continue the registration process from there. Here is a link to this page below:

<https://www.grandivy.com/en-mt/>

Time Received: 03-25-2023 07:23:14

Response Time: 95 minutes

Email Test #2

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

Time Sent: 03-15-2023 06:30:45

The Grand Ivy UK Online Casino Response: Thank you for reaching out to Grand Ivy. **You are welcome to view our current welcome offers and promotions via**
[https://www.grandivy.com/en-gb/promotions/**](https://www.grandivy.com/en-gb/promotions/****) **
The terms will also be available for your review.
Should you have any further queries, please do not hesitate to reach out to us via Email or our Live Chat Facility. For your convenience, we are available 24/7.

Time Received: 03-15-2023 10:28:56

Response Time: 238 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-21-2023 08:25:47

The Grand Ivy UK Online Casino Response: All withdrawals at our casino will remain in a pending period for approximately 48 hours. Once processed, withdrawals typically reflect within the first 3 business days but can take up to 5 business days to reflect depending on your payment provider's processing facilities. Bank transfers can take up to 10 business days.

Time Received: 03-21-2023 10:50:21

Response Time: 145 minutes

Email Test #4

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

Time Sent: 03-22-2023 10:42:20

The Grand Ivy UK Online

Casino Response: Our Live Chat facility is available on our casino website 24/7 where our dedicated Customer Support Hosts will assist you with your query.

Time Received: 03-22-2023 12:08:56

Response Time: 87 minutes

Email Test #5

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

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

The Grand Ivy UK Online Casino Response: Thank you for reaching out to Grand Ivy. Please note we currently do not have telephonic support, how may we assist you today? Should you have any further queries, please do not hesitate to reach out to us via Email or our Live Chat Facility. For your convenience, we are available 24/7.

Time Received: 03-24-2023 11:17:25

Response Time: 301 minutes

Great.com

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