



## The Vic UK Online Casino Email Support Test

How fast and reliable is email support from The Vic UK Online Casino?

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

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

These tests were conducted by Great.com.

## The Vic UK Online Casino Email Support Test Results

**Total Responses:** 5 Average Email Response Rate: 100%

Average Email Response Time: 1 minutes

**Email Response Stars:** SWEDISH INITIATIVE

Email Response Time Stars:

**Email Support Stars:** 5 2 **Email Support Rank:** 

## Average time to get a response from The Vic Casino:

1 minutes

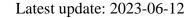
## **Email Test #1**

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

Time Sent: 03-26-2023 05:07:45

The Vic 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: 03-26-2023 05:08:03

Response Time: 0 minutes

**Email Test #2** 

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

requirements?

Time Sent: 03-14-2023 06:39:37

The Vic 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: 03-14-2023 06:40:09

Response Time: 1 minutes

Email Test #3

How long do withdrawals take? Question: INITIATIVE

Time Sent: 03-22-2023 08:51:00

The Vic 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 08:52:16

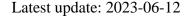
Response Time: 1 minutes

**Email Test #4** 

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

hours?

Time Sent: 03-21-2023 10:30:43





The Vic UK Online We're no longer monitoring any emails sent to this Casino Response: We're no longer monitoring any emails sent to this address, so you won't receive a response if you

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: 03-21-2023 10:31:27

Response Time: 1 minutes

**Email Test #5** 

Question: What is the customer support phone number and

when is it available?

Time Sent: 03-22-2023 05:57:55

The Vic UK Online We're no longer monitoring any emails sent to this address, so you won't receive a response if you

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 06:00:17

Response Time: 2 minutes A S W E D | S H | N | T | A T | V E