

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:	2
Email Response Time Stars:	3
Email Support Stars:	5
Email Support Rank:	2

Average time to get a response from The Vic Casino:

1 minutes

Email Test #1

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

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

Question: How long do withdrawals take?

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
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: 03-21-2023 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
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 06:00:17

Response Time: 2 minutes