



Videoslots UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Videoslots UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	863 minutes
Email Response Stars:	2
Email Response Time Stars:	1.5
Email Support Stars:	3.5
Email Support Rank:	59

Average time to get a response from Videoslots Casino:

863 minutes

Email Test #1

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

Time Sent: 03-21-2023 05:08:16

Videoslots UK Online Casino Response: Thank you for choosing Videoslots! You simply press the orange ?Register? button, where you will need to fill in all requested information, and then verify the account using your mobile phone number. Easy!

Time Received: 03-22-2023 07:34:17



Response Time: 1586 minutes

Email Test #2

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

Time Sent: 03-19-2023 06:43:12

Videoslots UK Online Casino Response: The bonus will be paid out from your "Bonus Balance" to your "Main Account Balance" in 10% increments. It means that when you have wagered 10% of the total wager amount, 10% of the bonus will be paid out to your "Main Account Balance" and you will thereafter be able to use it in our games. The bonus has a wagering of 35 times. You use the money on your "Main Account Balance" to wager the bonus money. So to access the bonus funds you need to wager it first, you can see on your account under "My bonuses" how much you have wagered so far. You can see every 10% transfer under "Account history" and other transactions. If you wish you can read more about it under our Terms & Conditions here:
<https://www.videoslots.com/welcome-bonus/>

Time Received: 03-20-2023 01:58:37

Response Time: 1155 minutes



Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-15-2023 08:33:18

Videoslots UK Online Casino Response: Thanks for counting Videoslots customer support team. Please note that after the withdrawal has been paid by us, the speed of the transaction always depends on the payment provider. It takes usually 1-5 banking days that the funds are showing in your bank account balance. Kindly notice, that weekends nor public holidays are included in banking days.

Time Received: 03-15-2023 08:54:05

Response Time: 21 minutes

Email Test #4

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



Time Sent: 03-26-2023 23:14:10

Videoslots UK Online Casino Response: We offer live chat 24/7. You can access this from our site through the 'Chat' icon. If you have any other queries do not hesitate to contact us again. We are available 24/7 via email or live chat.

Time Received: 03-27-2023 00:28:25

Response Time: 74 minutes

Email Test #5

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

Time Sent: 03-28-2023 06:14:03

Videoslots UK Online Casino Response: We do not have a phone number, as we use a virtual phone to make phone-calls to our player-base around the world. You can request a phone-call from through this link: <https://www.videoslots.com/customer-service/> The working hours of our call support is typically on weekdays between 13:00 to 17:00 Central European Time. I highly recommend making use of our 24/7 live chat service, as the availability has a much wider timeframe and results in receiving a resolution much faster.

Time Received: 03-29-2023 06:53:08

Response Time: 1479 minutes

