



VoodooDreams UK Online Casino Email Support Test

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

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

We tested <u>VoodooDreams UK Online Casino</u>'s email support by sending different questions on various times of the day across weeks to determine:

- 1. How frequently did <u>VoodooDreams UK Online Casino</u> respond to our emails?
- 2. How fast did VoodooDreams 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 <u>VoodooDreams UK Online Casino</u>. Once we have these averages for <u>VoodooDreams UK Online Casino</u>, we compare those with other UK online casinos to determine how good or bad <u>VoodooDreams UK Online Casino</u>'s email support is in the United Kingdom.

These tests were conducted by Great.com.

VoodooDreams UK Online Casino Email Support Test Results

Total Responses: 5

Average Email Response Rate: 100%

Average Email Response Time: 14188 minutes

Email Response Stars: 2

Email Response Time Stars:

A S W E D I S H I N I T I A T I V E

Email Support Stars: 2

Email Support Rank: 92

Average time to get a response from VoodooDreams Casino:

14188 minutes

Email Test #1

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

Time Sent: 03-23-2023 05:37:47

VoodooDreams UK

Online Casino Response: Im sorry for the delay in getting back to you via

email but you can create an account from UK via this link https://www.voodoodreams.com/en-gb/

Time Received: 04-05-2023 10:39:05



Latest update: 2023-06-12

Response Time: 19021 minutes

Email Test #2

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

requirements?

Time Sent: 03-17-2023 07:00:24

VoodooDreams UK

Online Casino Response: We offer a welcome package including a 100% reload bonus and 50 free spins for new players from

the UK. Kindly see the promotion page and our general bonus terms for further information about

the bonus requirements:

https://www.voodoodreams.com/en-gb/promos/welc

ome-package

https://www.voodoodreams.com/en-gb/bonus-terms

Time Received: 03-25-2023 17:49:55

Response Time: 12170 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-15-2023 08:33:19

VoodooDreams UK

Online Casino Response: In general, these don't take too long to go through,

however, in some cases, the payment team needs

to check these manually.

Time Received: 03-25-2023 04:17:20

Response Time: **14144** minutes

Email Test #4

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

hours?

03-24-2023 10:37:45 Time Sent:

VoodooDreams UK

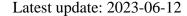
Online Casino Response: This is to inform you that the LiveChat is available

24/7, however to access this feature you need to be

logged into your player account with us.

Time Received: 04-03-2023 00:57:28

Response Time: 13820 minutes





Email Test #5

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

Time Sent: 03-28-2023 06:14:04

VoodooDreams UK

Online Casino Response: This is to inform you that our phone number for VoodooDreams is currently unavailable, We kindly advise you to contact us via email or our live chat,

Time Received: 04-05-2023 10:38:51

Response Time: 11785 minutes

Great.com

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