

ZetBet UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

ZetBet UK Online Casino Email Support Test Results

Total Responses:	4
Average Email Response Rate:	80%
Average Email Response Time:	347 minutes
Email Response Stars:	1.5
Email Response Time Stars:	2
Email Support Stars:	3.5
Email Support Rank:	65

Average time to get a response from ZetBet Casino:

347 minutes

Email Test #1

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

Time Sent: 03-26-2023 05:07:46

ZetBet UK Online Casino Response: Thank you for contacting ZetBet. You should be able to register an account on the official site, clicking on the Join button and filling in all required details. Please note, that only one account allowed per household.

Time Received: 03-26-2023 05:16:26

Response Time: 9 minutes

Email Test #2

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

Time Sent: 03-14-2023 06:39:38

ZetBet UK Online Casino Response: Can you please clarify, are you referring to sports bonus or casino welcome offer? Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page.

Time Received: 03-15-2023 03:16:29

Response Time: 1237 minutes

Email Test #3

Question: How long do withdrawals take?

Time Sent: 03-21-2023 08:25:48

ZetBet UK Online Casino Response: Please account that the withdrawal are halted during the weekend and they could take us up to 2 business days to process and your bank will process your withdrawal within the below time period: Payment method Estimated Time
Credit/Debit Card = Instant up to 6 business days
Wire Transfer = 2 - 6 business days
Neteller/Skrill/PayPal/MuchBetter = Instant - up to 2 business days
Trustly/Trustly Pay N Play Instant - up to 4 business days
Rapid Transfer/ecoPayz/AstroPay Card = Instant - up to 4 business days

Time Received: 03-21-2023 10:34:07

Response Time: 128 minutes

Email Test #4

Unfortunately, ZetBet UK Online Casino did not respond to our first question. We will update when we have a chance to retest.

Email Test #5

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

Time Sent: 03-28-2023 06:14:05

ZetBet UK Online Casino Response: Thank you for contacting Zetbet.com. Kindly be informed that unfortunately we do not have a phone support number, however, we do have a LiveChat that you can contact us with, we will be more than happy to help you out!

Time Received: 03-28-2023 06:27:56

Response Time: 14 minutes

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