Latest update: December 9, 2025

Betfred UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Betfred UK Online Casino Email Support Test Results

Total Responses:	2
Average Email Response Rate:	40%
Average Email Response Time:	428 minutes
Email Response Stars:	1
Email Response Time Stars:	2
Email Support Stars:	3
Email Support Rank:	57

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Average time to get a response from Betfred Casino:

428 minutes

Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-25-2023 05:48:18
Betfred UK Online Casino Response:	Registering your account with Betfred can be completed here: https://www.betfred.com/register/account Should you require any further assistance, please do not hesitate to contact our Customer Services team. We are available to contact 24/7 via email

	(support@betfred.com) and our online Live Chat facility.
Time Received:	03-25-2023 07:51:05
Response Time:	123 minutes

Email Test #2

Question:	How long do withdrawals take?
Time Sent:	03-20-2023 08:42:16
Betfred UK Online Casino Response:	As standard, bank card withdrawals take 48 hours maximum to be executed from our systems, then a maximum of five working days to be credited to your account. However, those made via Visa Debit cards for less than £1,000 will most likely be credited to your account within 24 hours of being requested. For withdrawals to E-Wallets, such as Paypal, the second processing time can be between 12-48 hours from the point they receive the funds from ourselves. Only when the funds have left Betfred will you be able to see them in the 'Balance History' under 'Banking'. Should any withdrawal not reach your bank account within 10 working days of execution, please contact us and we shall escalate to our Payments department to request either an ARN (Acquirer Reference Number) or RRN (Retrieval Reference Number) for you.
Time Received:	03-20-2023 20:54:46
Response Time:	733 minutes

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