Latest update: December 9, 2025

Jackpot Village UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

Jackpot Village UK Online Casino Email Support Test Results

Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	341 minutes
Email Response Stars:	2
Email Response Time Stars:	2
Email Support Stars:	4
Email Support Rank:	54

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Average time to get a response from Jackpot Village Casino:

341 minutes

Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-20-2023 05:24:20
Jackpot Village UK Online Casino Response:	Thank you for reaching out to JackpotVillage. Kindly note that there is an option at the top of our Home page that says : "Register" You are welcome to click on this tab, in order to register an account. Should you be having difficulties in doing so, please do join

	us on Live chat to better assist you with this.
Time Received:	03-20-2023 07:32:41
Response Time:	128 minutes

Email Test #2

Question:	What's your first deposit bonus and what are the requirements?
Time Sent:	03-20-2023 06:24:31
Jackpot Village UK Online Casino Response:	Thank you for reaching out to JackpotVillage. When registering on Jackpotvillage casino website you would eligible for 200 Bonus spins on Book of Dead plus **500 loyalty points** **once you make your first deposit.** Should you have any further queries, please do not hesitate to reach out to us via Email or our Live Chat Facility. For your convenience, we are available 24/7.
Time Received:	03-20-2023 09:11:08
Response Time:	167 minutes

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Email Test #3

Question:	How long do withdrawals take?
Time Sent:	03-16-2023 08:27:44
Jackpot Village UK Online Casino Response:	Thank you for reaching out to JackpotVillage. In order for me to check I do require your full name, date of birth and email address or alternatively you may come on to live chat in order for us to best assist you please. Should you have any further queries, please do not hesitate to reach out to us via Email or our Live Chat Facility. For your convenience, we are available 24/7.
Time Received:	03-17-2023 01:14:37
Response Time:	1007 minutes

Email Test #4

Question:	Do you have live chat support and if so, what is its hours?
Time Sent:	03-21-2023 10:30:28

Jackpot Village UK
Online Casino Response: Thank you for contacting casino support. Our Live Chat facility is available on our casino website 24/7 where our dedicated Customer Support Hosts will assist you with your query.

Time Received: 03-21-2023 11:43:09

Response Time: 73 minutes

Email Test #5

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

Time Sent: 03-26-2023 18:37:41

Jackpot Village UK
Online Casino Response: Thank you for reaching out to JackpotVillage. Please be advised that we also do not have a phone number, however, you are welcome to email us or join us on live chat should you have any further queries.

Time Received: 03-27-2023 00:09:45

Response Time: 332 minutes

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