Latest update: December 9, 2025

# King Casino UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

## King Casino UK Online Casino Email Support Test Results

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| | |
|---|---|
| Total Responses: | 5 |
| Average Email Response Rate: | 100% |
| Average Email Response Time: | 402 minutes |
| Email Response Stars: | 2 |
| Email Response Time Stars: | 2 |
| Email Support Stars: | 4 |
| Email Support Rank: | 56 |

**Average time to get a response from King Casino Casino:**

402 minutes

**Email Test #1**

| | |
|---|---|
| Question: | How do I sign-up with your online casino? |
| Time Sent: | 03-17-2023 05:40:18 |
| King Casino UK Online Casino Response: | Thank you for contacting King Casino. Please clarify, is there any error when you are trying to register? If yes, please provide us with a screenshot. For me to assist you further, please can you answer the following verification questions according to the information in your playing |

| | |
|---|---|
| | account? ? Full Name: ? Email address: ? Date of Birth: ? Home Address: Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page. |
| Time Received: | 03-18-2023 06:25:28 |
| Response Time: | 1485 minutes |

**Email Test #2**

| | |
|---|---|
| Question: | What's your first deposit bonus and what are the requirements? |
| Time Sent: | 03-23-2023 06:22:30 |
| King Casino UK Online Casino Response: | Thank you for contacting kingcasino.com Kindly note that welcome offer valid upon first three deposits. Upon the first deposit you will receive 100% match up ( minimum deposit required 20 GBP). 25% match up upon the second deposit ( min 20 ) and 50% upon the third deposit ( min 20 ) Maximum bonus amount: 300 GBP Offer only applies to new players. Wagering required x35 You are also eligible for 100 extra spins, 20 spins will be issued upon login, at 12.00pm every day for 5 days from your first qualifying deposit of at least 20 GBP. |
| Time Received: | 03-23-2023 10:40:16 |
| Response Time: | 258 minutes |

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**Email Test #3**

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|---|---|
| Question: | How long do withdrawals take? |
| Time Sent: | 03-17-2023 08:26:13 |
| King Casino UK Online Casino Response: | Below is a summary of the withdrawal process: Withdrawal requests are processed within 2 business days (weekend is not counted as business days). After 2 business days, you may be requested for some documentation, if no documentation is needed, the status of your Withdrawal Request will change to "In Process?. You will be notified by email when your Withdrawal Request is processed, and the money is sent to your chosen payment method. If the documents are needed and you download it to your account after our request, please note that it usually takes 48 hours for them to be checked by the relevant department. Once the documents are checked and approved you are looking at the below for estimated payment times depending on payment method ?? Payment method |

| | |
|---|---|
| | Estimated Time Credit/Debit Card Instant = up to 6 days Wire Transfer = 2 - 6 days Neteller/Skrill/PayPal/MuchBetter = Instant - up to 2 days Trustly/Trustly Pay N Play Instant - up to 4 days Rapid Transfer/ecoPayz/AstroPay Card = Instant - up to 4 days. Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page. |
| Time Received: | 03-17-2023 11:40:15 |
| Response Time: | 194 minutes |

**Email Test #4**

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|---|---|
| Question: | Do you have live chat support and if so, what is its hours? |
| Time Sent: | 03-25-2023 10:50:57 |
| King Casino UK Online Casino Response: | Thank you for contacting kingcasino.com We are available on Live Chat 7 days a week, all day from 08:00am CET to 00:00am CET. |
| Time Received: | 03-25-2023 10:55:46 |
| Response Time: | 5 minutes |

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**Email Test #5**

| | |
|---|---|
| Question: | What is the customer support phone number and when is it available? |
| Time Sent: | 03-24-2023 06:15:56 |
| King Casino UK Online Casino Response: | Thank you for contacting kingcasino.com Kindly note that our current customer support channels do not include inbound telephone calls. To speak to a member of our team, you can reach us on Live Chat which is available from 8am CET to 00:00am CET seven days a week. Alternatively, you can send us an email via our contact us page. Should you have any further questions, please do not hesitate to contact us on Live Chat or through the 'Contact us' page. |
| Time Received: | 03-24-2023 07:24:09 |
| Response Time: | 68 minutes |