Latest update: December 9, 2025

MonsterCasino UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

MonsterCasino UK Online Casino Email Support Test Results

Total Responses:	2
Average Email Response Rate:	40%
Average Email Response Time:	75 minutes
Email Response Stars:	1
Email Response Time Stars:	3
Email Support Stars:	4
Email Support Rank:	30

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Average time to get a response from MonsterCasino Casino:

75 minutes

Email Test #1

Question:	What's your first deposit bonus and what are the requirements?
Time Sent:	03-16-2023 07:04:40
MonsterCasino UK Online Casino Response:	I kindly advise you to check our promotion page to find out the latest bonuses and promotion offers. Also please be informed that the terms of the promotions are found under every promotion.

	Please contact us if you have any further inquiries. We are available 24/7!
Time Received:	03-16-2023 09:08:49
Response Time:	124 minutes

Email Test #2

Question:	What is the customer support phone number and when is it available?
Time Sent:	03-22-2023 05:57:35
MonsterCasino UK Online Casino Response:	We currently do not offer support via phone, feel free to contact us on live chat available 24/7.
Time Received:	03-22-2023 06:23:31
Response Time:	26 minutes

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