Latest update: December 9, 2025

NYspins UK Online Casino Email Support Test

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

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

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

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

These tests were conducted by Great.com.

NYspins UK Online Casino Email Support Test Results

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Total Responses:	5
Average Email Response Rate:	100%
Average Email Response Time:	14066 minutes
Email Response Stars:	2
Email Response Time Stars:	0
Email Support Stars:	2
Email Support Rank:	80

Average time to get a response from NYspins Casino:

14066 minutes

Email Test #1

Question:	How do I sign-up with your online casino?
Time Sent:	03-19-2023 05:12:10
NYspins UK Online Casino Response:	You are welcome to register a player account by filling in the registration form here: https://www.nyspins.com/en-gb/register
Time Received:	03-25-2023 19:44:56
Response Time:	9513 minutes

Email Test #2

Question:	What's your first deposit bonus and what are the requirements?
Time Sent:	03-21-2023 06:25:35
NYspins UK Online Casino Response:	We do offer a welcome bonus on your first deposit, that you can read more about via this link below: https://www.nyspins.com/en-gb/promos/welcome-package
Time Received:	04-02-2023 22:03:02
Response Time:	18217 minutes

Email Test #3

Question:	How long do withdrawals take?
Time Sent:	03-24-2023 08:52:05
NYspins UK Online Casino Response:	In general, these don't take too long to go through, however, in some cases, the payment team needs to check these manually. We cannot promise an exact time, as this depends on various factors such as the payment team's current work load, your account's verification status and the payment method used, however, you can rest assured the payment team checks these you at their earliest convenience.
Time Received:	04-02-2023 22:03:59
Response Time:	13752 minutes

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Email Test #4

Question:	Do you have live chat support and if so, what is its hours?
Time Sent:	03-27-2023 10:32:49
NYspins UK Online Casino Response:	This is to inform you that the LiveChat is available 24/7, however to access this feature you need to be logged into your player account with us.
Time Received:	04-02-2023 22:07:38
Response Time:	9335 minutes

Email Test #5

Latest update: December 9, 2025

Question:	What is the customer support phone number and when is it available?
Time Sent:	03-20-2023 06:10:47
NYspins UK Online Casino Response:	We don't, unfortunately, offer support by phone, but you are welcome to reach out to us here via email or in LiveChat. If there is anything we could assist you with, please let us know!
Time Received:	04-02-2023 19:24:46
Response Time:	19514 minutes

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