



Your chat transcript

1 message

support@hallmarkcasino.com <Steve@hallmarkassistance.com>
To: Carebear0219 <carrie.graves84@gmail.com>

Sat, Nov 17, 2018 at 9:36 PM

The following is a record of your online chat.

General Info	
Chat start time	Sun, 18 Nov 2018 08:28:10 -0600 GMT
Chat end time	Sun, 18 Nov 2018 08:36:10 -0600 GMT
Duration (actual chatting time)	00:08:00
Operator	Rick

Chat Transcript

Info: Thank you for choosing to chat with us. An agent will be with you shortly.

Info: You are now chatting with Rick.

Rick: Thank you for contacting Hallmark Casino,
How may I assist you?

Carebear0219: I submitted a withdrawal request tonight (transaction 8204). Can it be directly deposited into my bank account instead of a check being mailed? Also, how do I verify my identity?

Rick:
if its less than \$500 you would be receiving a bank check

Rick:
if its at least \$500 you can get a wire

Carebear0219: It was for \$800

Rick:
banking will sort it all out for you accordingly

Carebear0219: How does that process work?

Carebear0219: Do I need to call them?

Rick:
no

Rick:
To request your withdrawal, simply access the withdrawal section under your profile tab and fill in the required information.

Rick:
For security reasons, the Casino requires certain documentation on file in order to expedite your payout request:

1. Copy of your photo ID or Driver's license.
2. Copy (front) of the Credit/Debit card used to fund your account.
3. Copy of signed Credit Card Authorization Agreement.
4. Copy of a recent Utility Bill with the address.

Please send all documentation via email

Payouts are usually approved within 48-72 business hours, once approved, you will be contacted with more details about your request.

Carebear0219: Will they email me or call me?

Rick:

they will email you

Carebear0219: Ok, thank you

Rick:

you're welcome

Info: The chat transcript will be sent to: carrie.graves84@gmail.com at the end of your chat.