

Re: Regarding account perkins747 at ^_Planet^_^_7^_

From: Laura Perkins (lauraperkins747@yahoo.com)

To: lauraperkins747@yahoo.com

Date: Thursday, February 14, 2019, 1:50 PM MST

Sana I am have not received your email showing what went on for the 6 hours I was playing.

Secondly where in your terms and conditions does it show that I did not met, ie a exact copy of what was put on my profile for me to insure I was following protocol ie the breakdown of terms that I had to meet.

I have read the terms and conditions and it says what you are telling me to an extent, but I want to see what was on my profile at the time as I always check the terms and conditions.

I wan't to see each entry made by the computer toward the playthrough.

Can you do that for me. I am sure you must have a copy of all this and it will show I meant the requirements.

I still believe I am right and entitled to the money.

Laura Perkins

PS HAPPY VALENTINE'S DAY

On Wednesday, February 13, 2019, 12:40:32 PM MST, Laura Perkins <lauraperkins747@yahoo.com> wrote:

Understood BUTTTTTTTTTTTTT I started gambling on your site as of 4:38 PM. I continued till 11:39 PM. I want to know what happened the first 6 hours I was on your sight. The only money I was gambling with was \$20.

So please send me the missing 6 hours.

On Wednesday, February 13, 2019, 12:37:18 PM MST, Sana Gill <support@casinosupportcenter.com> wrote:

Please reply directly to this message

Sana Gill (Your Casino Support)

Feb 13, 14:37 EST

I have included the bets that added on your play through for this withdrawal. This is from the time if weekly insurance added and the time of withdrawal requested.

Regards,
Sana Gill

Laura Perkins

Feb 13, 14:28 EST

The game excel sheet is only showing bets made from 11:23 Pm to 11:39PM

What happened to all the betting from 4:38 PM to 11:39 PM.

I would like a copy of every bet made by me and every entry made on the playthrough.

On Wednesday, February 13, 2019, 12:09:04 PM MST, Sana Gill

<support@casinosupportcenter.com> wrote:

```
#yiv4452854233 table td {border-collapse:collapse;}#yiv4452854233 body
.filtered99999 .yiv4452854233directional_text_wrapper {direction:rtl;unicode-
bidi:embed;}
```

Sana Gill (Your Casino Support)

Feb 13, 14:08 EST

Dear Laura L Perkins,

Attached is your game report for the games played after you receive weekly insurance and requested for withdrawal.

Regards,
Sana Gill

Attachment(s)

[Game report.xlsx](#)

Sana Gill (Your Casino Support)

Feb 13, 14:00 EST

Also, , the money is put back on the account as requested.

Playable Balance: \$1,500.66 (USD)

Regards,
Sana Gill

Sana Gill (Your Casino Support)

Feb 13, 13:57 EST

Dear Laura L Perkins,

As requested here is the information

You got \$20 worth weekly insurance on 2/10/2019. Your weekly cashback comes with a 30x play for Slots and Keno or a 60x for Table Games and Video Poker and 2 times maximum cash out. If your weekly cashback is \$50 or less, the minimum and maximum cash out will be \$100.

Please remember it's not allowed to play: Baccarat, Craps, Pontoon 21, Sic Bo, Pai Gow Poker, Roulette, War, Slot Tournaments nor Live Dealer with any bonus.

Play through status:

Total playthrough required (for slots and keno): \$600

Wagered so far: \$199.50

Amount yet to be played: \$400.50

You played Cai Hong before requesting the withdrawal:

Total Games: 197

Total Bets: \$199.50

Average Bet: \$1.01

I will send the chat transcript in the separate email.

Regards,
Sana Gill

This email is a service from Your Casino Support . Delivered by [Zendesk](#)

[7OW8Q4-PYR2]