

From: General Question <reply@mail132-8.atl131.mandrillapp.com> on behalf of General Question <reply@hd.luckyluke.com>
Sent: Friday, 31 January 2020, 20:08
To: s_a_waldron@hotmail.com.au
Subject: Account verification & withdrawal requests

Hello Scott,

Thank you for your email.

Some of the documentation you have sent is not valid or missing, below you will find a list of documents we kindly ask you to send again.

- Document as a proof of address / residence (any of the documents stated below)
- Invoice: electricity, water, gas, rent, landline telephone or internet. **Mobile phone bills are not accepted**
- Bank statement (list of transactions) or invoice from any recognized credit institution
- Tax report or correspondence from a central or local government authority, department or agency (or any other governmental document)
- This document should not be older than three (3) months
- All four corners of the document must be visible ; screenshots are not accepted

Please note that we do not accept black&white or scanned documents. Formats that we accept are : JP(E)G, PNG, GIF, BMP, PDF; please make sure that the necessary information is clearly visible in order to avoid any delays during verification.

Should you have any further concerns, questions or comments, don't hesitate to contact our customer service.

Sincerely,

The Bankers

bank@hd.luckyluke.com

www.luckyluke.com

Hi,

I have attempted to meet your extra requests, however some are not possible. The documents I sent you have been sufficient in every other Casino I have played at. I live in my In-laws house, so zero of the utilities like gas, electricity, and rent etc are not in my name and we have tank water. I have lived here for 6.5 years though independently, and I have attached a Financial statement from my bank with the address also visible. I have also provided a screenshot of the transactions to your casino as these were not yet showing on my statement. I have had no other

Governmental documents sent to me in the last 3 months and do not wish to provide any older ones as the documents sent should be sufficient. Let me know if you have any other questions or concerns.

Kind regards
Scott Waldron

Hi,

I found a Governmental letter that is recent and it's attached.

Regards
shottie77

From: Deposits/Withdrawals <reply@mail132-13.atl131.mandrillapp.com> on behalf of Deposits/Withdrawals <reply@hd.luckyluke.com>
Sent: Wednesday, February 5, 2020 3:57:31 AM
To: s_a_waldron@hotmail.com.au <s_a_waldron@hotmail.com.au>
Subject: Withdrawal requests

Hello Scott.

Unfortunately your withdrawal request has been declined, as your bank (Westpac) does not process these operations. As an alternative, we suggest you to request a withdrawal via Wiretransfer. Please, note, that if the sum of your withdrawal is less than 500, we will apply a fee of 35AUD (this does not include potential fees applied by your bank which we cannot predict or be held responsible for).

Sincerely,

The Bankers
bank@hd.luckyluke.com
www.luckyluke.com

Hi,.

The amount of my original request was \$800, and this was declined because a deposit bonus has a max withdrawal of 10x the deposit. As I deposited \$20, \$600 was removed from my total already. Fair enough, as it was written in the fine print of your t&c's, but not on the advertised bonus offer I received mind you.

So when I made the second withdrawal request on the new total of \$200, 2 available options were offered, back to my C/card or the wire transfer. Now your saying the C/card option is not available and a \$35 fee will be charged to take the bank wire option, because the request is under \$500. I'm already \$600 short from my original request, I think the least you can do is waive this fee, if the bank wire withdrawal is my only option.

Question;. If I were to not withdrawal now, and play on with this \$200, and try to gamble it to an amount greater than \$500, hyperthetically, will I be able to withdrawal that new total amount?, or will it be docked back down to \$200 again? I have deposited a further \$140 since while waiting for these requests to be processed, without any bonuses attached. Please let me know.

Regards

Scott Waldron

From: Deposits/Withdrawals <reply@mail132-13.atl131.mandrillapp.com> on behalf of Deposits/Withdrawals <reply@hd.luckyluke.com>
Sent: Thursday, 6 February 2020, 02:20
To: s_a_waldron@hotmail.com.au
Subject: Withdrawal requests

Hi, Scott.

Thank you for contacting Lucky Luke Casino.

Kindly note that the 35AU\$ fee is not charged by us, this is not something we can control.

Regarding playing again your balance of 200AU\$, if you generated any additional winnings, it will be forfeited again.

Best regards,
Billy the Kid.
Lucky Luke Casino.

Hi,

To place a restriction on the amount a player can withdrawal, and then sting them with a fee for not withdrawing enough money, is very deceitful and overall unfair. I don't care if the fee is not charged by you or in your control. I relinquished \$600 already because of a hidden clause in your terms. The term was not anywhere to be seen on the advertising email I received, luring me into signing up and getting a great welcome bonus. Turns out it's not so great after all, just deceitful and misleading.

This money was won and wagered fair and square. The \$600 confiscated is enough money to cover the fee 17 times over, and in my opinion, the fee should be waived. I was prepared to keep playing to again get the amount over the \$500 limit to avoid the fee. This obviously has the risk of losing it back to you also, but you say it will also be confiscated. Player odds are already very low with wagering requirements, you are making it almost impossible to make any profit at all.

Now I'm going to withdrawal this highly reduced \$200 amount by bank wire, the only method available to me, after again advertising that I could withdrawal back onto my c/card without fees. I will expect that out of good will, the fees will be waived so that I won't have to take this matter any further, and question if you have any ethical standards and decency as a reputable online business at all! Please don't disappoint me again. If you can't waive the fee, escalate this matter into somebody ranked higher who can.

Regards

Scott Waldron

From: General Question <reply@mail132-11.atl131.mandrillapp.com> on behalf of General Question <reply@hd.luckyluke.com>

Sent: Friday, February 7, 2020 10:43:22 PM

To: s_a_waldron@hotmail.com.au <s_a_waldron@hotmail.com.au>

Subject: Account verification and withdrawal requests

Hello Scott,

We are writing to you regarding your withdrawal requests.

Your withdrawal request has been declined, because your bank account has not been verified.

As part of verification procedure, we kindly ask you to send the following documents:

• **Bank account statement**

- Bank statement should not be older than six (6) months
- Your name, address, BSB number and account number must be visible

Please note that we do not accept black&white documents. Document formats that we accept are: JP(E)G, PNG, GIF, BMP, PDF; please make sure that the necessary information is clearly visible in order to avoid any delays during verification.

Should you have any further concerns, questions or comments, don't hesitate to contact our Customer Service Team.

Sincerely,

The Bankers

bank@hd.luckyLuke.com

www.luckyLuke.com

Hi,

I have already sent a bank document to you which includes everything you require on it including Name, address, BSB, account number, and it's under 6 months old. I have attached it again for you. I also sent you a screenshot of my bank account with the deposits from me to you from the same bank account. I am starting to become annoyed with the time this is taking to process. I provided all the requested verification documents and withdrawal request 8 days ago now on Jan 31. That's a bit longer than your advertised 48hrs processing time. I want this matter escalated to higher management along with my previous correspondence regarding the

bankwire fees. I would like this handled and a response given to me asap today, not in a few more days time. My patience is running very thin.

Regards

Scott Waldron

From: Scott Waldron <s_a_waldron@hotmail.com.au>

Sent: Saturday, February 8, 2020 4:18:08 PM

To: 5e33fc8a8a134000bd93c7e@s.luckyluke.com <5e33fc8a8a134000bd93c7e@s.luckyluke.com>

Subject: Re: Account verification and withdrawal requests

????

Feb 9

Hello, I would like a response from Management asap

Feb 10

Why am I being ignored. I want to be contacted by a Management person immediately

From: General Question <reply@mail132-11.atl131.mandrillapp.com> on behalf of General Question <reply@hd.luckyluke.com>

Sent: Monday, February 10, 2020 1:06:50 AM

To: s_a_waldron@hotmail.com.au <s_a_waldron@hotmail.com.au>

Subject: Account verification & withdrawal requests

Hello Scott,

We are writing to you regarding your withdrawal requests.

Your withdrawal request has been declined, because your bank account has not been verified.

As part of verification procedure, we kindly ask you to send the following documents:

• **Bank account statement**

- Bank statement should not be older than six (6) months
- Your name, address, BSB number and account number must be visible

Please note that we do not accept black&white documents. Document formats that we accept are: JP(E)G, PNG, GIF, BMP, PDF; please make sure that the necessary information is clearly visible in order to avoid any delays during verification.

Should you have any further concerns, questions or comments, don't hesitate to contact our Customer Service Team.

Sincerely,

The Bankers

bank@hd.luckyLuke.com

www.luckyLuke.com

I said I wanted management to contact me this is ridiculous

What is wrong with the official bank document that I have provided for you already? It is a PDF that has bank logo, my name, address, BSB and account number, and dated within last 2 weeks. I believe that is everything you asked for. I also included a screenshot of the transactions of the deposit from the same bank account.

If you still cannot process this withdrawal fee free to my bank account, have a person from Management call me straight away. This is the 5th request to be contacted by management and is unacceptable.

Regards

Scott Waldron

Feb 11

Still waiting for this matter to be escalated and a Management person contact me. This is the 6th request now. Disgraceful customer service guys!

From: General Question <reply@mail177-10.suw61.mandrillapp.com> on behalf of General Question <reply@hd.luckyluke.com>

Sent: Tuesday, February 11, 2020 8:30:17 PM

To: s_a_waldron@hotmail.com.au <s_a_waldron@hotmail.com.au>

Subject: Account verification & withdrawal requests

Hello Scott

Thank you for your email.

We are glad to inform you that your account is now verified.

Sincerely,

The Bankers

bank@hd.luckyluke.com

www.luckyluke.com

That's nice, but your still ignoring my now 7th request to speak with Management. I want to be assured that the \$35 bank wire processing fee is not applied to my withdrawal!

From: General Question <reply@mail134-7.atl141.mandrillapp.com> on behalf of General Question <reply@hd.luckyluke.com>

Sent: Saturday, February 15, 2020 10:30:25 AM

To: s_a_waldron@hotmail.com.au <s_a_waldron@hotmail.com.au>

Subject: Account verification & withdrawal requests

Hello,

Thank you for your email.

We do apologize for the inconvenience.

We have already forwarded this to the management for them to check your inquiry. Once we have an feedback, we will send you an email.

If you have more questions, please do not hesitate to get back to us. Have a great day!

Kind Regards,

LuckyLuke Casino

6 Mar

Still waiting

From: General Question <reply@mail135-3.atl141.mandrillapp.com> on behalf of General Question <reply@hd.luckyluke.com>

Sent: Friday, March 6, 2020 5:31:35 AM

To: s_a_waldron@hotmail.com.au <s_a_waldron@hotmail.com.au>

Subject: Account verification & withdrawal requests

Dear Scott,

Thanks for contacting to our Casino,
Hope this email finds you well,

Regarding your last email, We would like to inform you that your case is on the relevant department hands, once it has been processed you will be informed via email, thanks for your understanding, if you need further assistance please do not hesitate to contact us, we are available for you 24/7, have a nice day;

Best Regards;

Belle Starr

Hi Ms Starr,

This request was sent 4 weeks ago now.... How long does it take a relevant department to read and respond to a customer? My experience with this casino has been on the decline since day 1, and no body seems to give 2 shits. I believe a good business is run from the top, and as shit runs downhill, how can 1 expect support to be any help when Management doesn't give a crap either. Please tell them to hurry up or I'm just going to ask our Dept of Fair trading and

the *Curacao* Gaming commission to sort it out for me. I have had enough and waited patiently until now.

Regards

shottie77

From: General Question <reply@mail177-5.suw61.mandrillapp.com> on behalf of General Question <reply@hd.luckyLuke.com>

Sent: Friday, March 13, 2020 3:25:22 AM

To: s_a_waldron@hotmail.com.au <s_a_waldron@hotmail.com.au>

Subject: Withdrawal request

Hello Scott,

we are writing to you regarding your withdrawal request.

Please know that your withdrawal request has been declined since wire transfers under 500 AUD carry additional 35 AUD fee

Since you play from Australia, your another viable option for withdrawals is VISA credit card issued by one of the following banks:

- ING bank
- NAB
- Suncorp
- Bank of Queensland
- Credit Union
- Australian Military Bank
- Auswide

Please, keep in mind, that your card will be available for withdrawals once you make a minimal deposit (no need to wager it).

Should you have any further concerns, questions or comments, don't hesitate to contact our 24/7 customer service.

Sincerely,

The Bankers

bank@hd.luckyLuke.com

www.luckyluke.com

Mar13

I selected wire transfer I know there is a fee, ridiculous as it is, just process it I'm not waiting another 48 hours. I will attempt to get that fee refund at a later time after I speak with the gaming commission. Just processed the withdrawal wire transfer. Stop screwing me around. I'm still waiting to be contacted by management for over a month now. This casino is a joke.

Regards

Scott Waldron

Mar19

What the hell? I just checked my bank account expecting my withdrawal to be in there, processed, and cleared. Its like you guys are purposely trying to make this transaction impossible. Why now was this bank wire not processed?? This is beyond a joke. I confirmed that a bank wire was the option to process the withdrawal. Hurry up and do it, then close my account and delete all my details from all of your databases. This Casino is a disgrace, you should be ashamed to be assoc

From: General Question <reply@hd.luckyluke.com>

Sent: Thursday, March 19, 2020 4:41:17 AM

To: s_a_waldron@hotmail.com.au <s_a_waldron@hotmail.com.au>

Subject: Withdrawal request

Dear Scott,
Thanks for contacting to our Casino,
Hope this email finds you well,

Regarding your last email, We would like to inform you that your case is on the relevant department hands, once it has been processed you will be informed via email, if you need further assistance please do not hesitate to contact us, we are available for you 24/7, have a nice day;

Best Regards;

Belle Starr

From: Scott Waldron <s_a_waldron@hotmail.com.au>

Sent: Thursday, March 19, 2020 5:37:47 AM

To: 5e6a7081068d78000c7a7259@s.luckyLuke.com <5e6a7081068d78000c7a7259@s.luckyLuke.com>

Subject: Re: Withdrawal request

Not the first time I'm being told this. No one is replying, responding to my quires, actioning my requests. This has been going on now for 2 months at least. Excuse after excuse. My account is verified (eventually) you have all my bank details for a wire transfer. Just process the withdrawal and close my account. I have already relinquished €600 because of your deceitful deposit bonus small print. I was lured to your casino from deceitful false advertising. So if you want to be ungrateful crooks and charge a withdrawal fee for having an amount under €500 when my withdrawal total should be €800 then so be it. A lack of consideration and empathy shown however will be matched with relevant reviews. A waiver of fees would be the least you could give me for the dismal experience I have had at Lucky Luke.

Process bank wire, close account.

When you can't call a manager, get an email response from a manager, get phoned by a manager after multiple requests....or a reply from finance or support. Makes me think the place is managed by ass Monkees . And when shit from the ass Monkees travels downhill, not much can be expected from any other department or customer contact.. Why should they care. Nothing will change until the ass monkey is upgraded to a better species.. So call me or pay me and close account. Destroy all information held about me and any links to any 3rd party affiliates. Once the monies are in my bank account and the account is closed, I will no longer agree to any terms and conditions or have any affiliation with this casino whatsoever.

Hurry up, 2 moths is embarrassing on your behalf

Scott Waldron

shottie77

[+61 414284039](tel:+61414284039)

Mar 23

Hi,

I have still not been contacted about this matter. No withdrawal has been processed into my nominated bank account, yet my casino account with you has been closed. I requested my account to be closed AFTER the withdrawal had been actioned. Again not impressed about being ignored. I since have contacted live support to be told again the relevent department will email me soon to no avail. Will someone take ownership of this situation and actually do something about it. This lack of support and service is atrocious, and is getting worse each and every day. I am sick of waiting and being told lie after lie. Hurry the hell up.....

Regards

shottie77

Howdy Scott

Thank you for your email.

please note that your account is opened at the moment so that you could make new withdrawal request.

The Finance Department will process your wire transfer with the AUD 35 fee as you warned before.

Please feel free to cotnact us if you need any further assistance.

Best regards

Jesse James

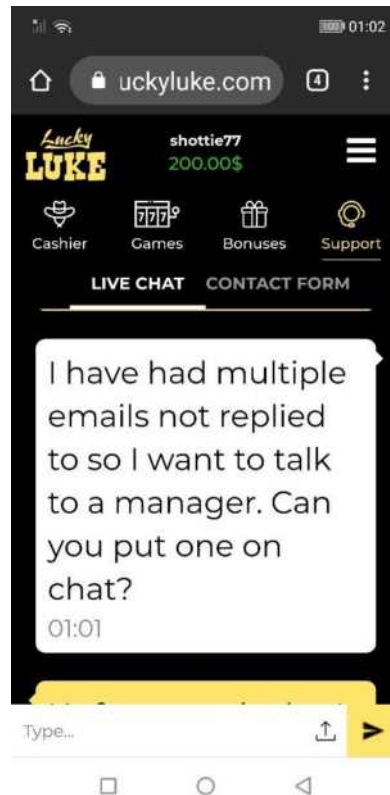
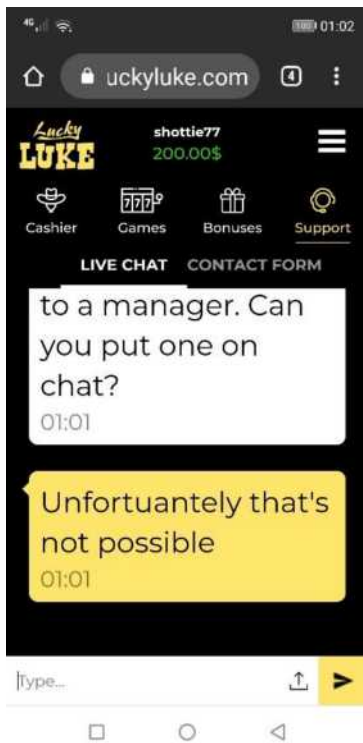
Lucky Luke Casino

In not touching the account, as I have said now multiple times, you have my bank details, process the withdrawal and then close the account and delete any information held about me.

How many times do I have to repeat myself

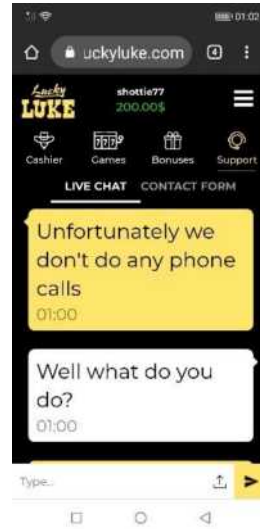
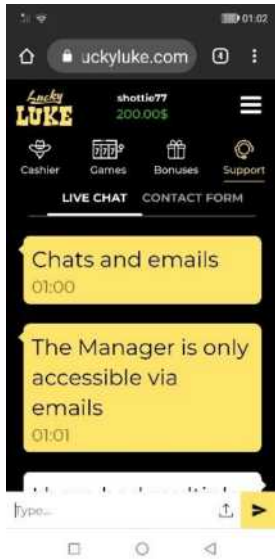
Process bank wire...close account...delete info...clear enough?...got it?

Shottie77



Feb 10 LCB forum

Hi,



I can see from many other posts, people are having the same issues with your support staff. I have requested via email 5 times now to be contacted from a Management person, and twice on live chat where I have just been left there with support hanging up and not replying at all (I believe it was Angel eyes both times).

I deposited \$20 and took bonus for third deposit, wagered it and won \$800. It was not stated on the promo email I received that it had a withdrawal limit of 10x deposit bonus, but it was in the fine print of the t&c's, so not fair enough but it is what it is. So after sending all the verification documents the first time on the 31st Jan, it came back that you didn't accept a mobile phone account for verification, not in t&c's but sent another doc. Then it came back with the \$800 not being accepted, so I did it again for \$200. Then it came back they couldn't pay to my credit card (however advertised that it could be) and a \$35 fee would be charged for doing a bank wire under \$500. They would not waive this fee even though I already relinquished \$600 and selected the fee free option of withdrawal to my C/card that you could not fulfill. Then it was rejected again saying my bank document was not acceptable, even though it has everything you asked for such as - it was a pdf under 6 months old with colour bank logo, my name, address, BSB, account number etc. I also sent copy of my licence, C/card, Gov doc, bank doc, and still not verified. I have not had this problem at any other casino in the world, and I'm a member of quite a few. While advertising a 48hr withdrawal process, it's now up to 11 days, and with multiple requests to speak to a person in Management, this request has been ignored. This is disgraceful and disrespectful. Your support staff need to learn some customer service skills as they are costing your casino money by loss of business. It's frustrating and unacceptable. Still waiting and annoyed.....

shottie77

angela eyes is the best at not responding! good luck resolving this.!

Hello shottie77,

We've sent an email to the Casino Representative. Please keep an eye on this thread for the updates.

Thanks. I really appreciate it.. I'm still getting nothing from them. Cheers

Hello shottie77,

We're sorry for this bad experience.

The document verification process may take longer than expected if you do not send a valid document.

Furthermore, after verification, it turns out that a communication problem between support and finance has caused the process to drag on. Your documents were validated yesterday.

Finally, we have made a point with the support service so that this kind of incident does not happen again.

As far as the credit card is concerned, some card providers do not accept withdrawals. And regarding the bank transfer, we are talking about an international transfer here, so this generates costs that unfortunately we cannot control in our side.

Once again we apologize for the inconvenience and hope that the continuation of your adventure in the land of LuckyLuke will be more peaceful.

Regards,

Hi Sheriff,

I'm still far from impressed. I have made 7 requests via email now to have a Manager contact me, still nothing. The documents I sent were all valid and official, and we're all given 13 days ago now. I think you have a larger communication problem than you think or wish to admit. And as for the \$35 bank wire fee, this is your fee not the banks so it can be waived and/or controlled on your side. My bank will charge another fee on top of that so waiving it would be the least you can do in this situation. I attempted to withdraw \$800, but due to some small fineprint in your terms and conditions that was changed to

\$200. You only charge this fee if the withdrawal is under \$500. So you are already better off by \$600. I also ask support if I could play on with this \$200 and attempt to gamble it to be more than the \$500 minimum to not have a fee, and I was told any more winnings will automatically go back to \$200. This is not fair play, anybody would think this was a no deposit bonus. So I have to wagering this deposit bonus and winning \$800 I'm going to be lucky to get \$150 in my hand. I've spent more in your casino since making that deposit. I have attached the advertising email sent to me enticing me to deposit. If you're wanting to be known as a fair casino, and not a dodgy one, wouldn't you put the clause in there as well saying "the maximum withdrawal is 10 x deposit?" That's a pretty dishonest and deceitful trick don't you think? There are strict advertising rules in my country especially relating to gambling!

Shottie77

ps. I'm not going to be very impressed if this fee is not waived, or be allowed to play on as if this \$200 is a fresh deposit bonus free!

Hello shottie77,

We've sent another email to the Casino Representative regarding your questions and asked him to reply in this thread.

Hello again shottie77,

You have a manager talking with you right now. By this I mean me.

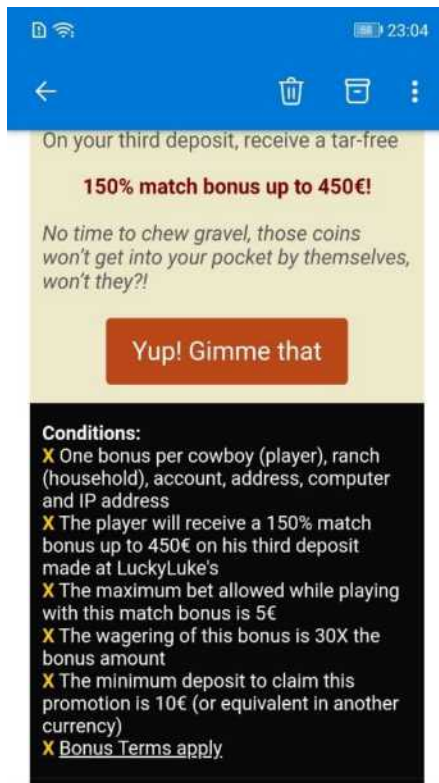
Your documents should have been validated earlier. The platform we use, like many other casinos, sometimes has ups and downs that we cannot control.

Once again, the 35e fees are not on our side, but on the payment platform we use. 150 for a 20 deposit it is far from bad.

Regarding the email, the last part says, "bonus terms apply". We obviously cannot put all the bonus terms in one e-mail. That's why we always advise players to read them. We don't have a lot of rules, it's quite quick to go through them.

Main rules: Winnings resulting from match bonuses are subject to a maximum cashout of 10 times the original deposit amount.

By the way, even if we are not directly responsible for the delay you had to undergo, we can offer you 10 free spins on the machine of your choice.



↩ Reply



Regards,

Hi whoever you are?

It is very big of you to offer 10 free spins. If you really are Management, and I highly doubt you are, at least sign off with your name and rank. There's no wonder that support is so rude if this is how management responds to their customers. shit flows downhill right? By the way as for the conditions left out of the promotions regarding the deposit bonus paid out x10. It is the only condition you left out. 4 weeks ago now, I made another request to be contacted by manager through your general question section on your website and I got a reply last night saying the relevant department is still considering and we'll get back to me by email with a decision when it's been made. 4 weeks come on..... My disappointment with this casino has been increasing since day 1. But as I said, if the persons at the top don't give to craps, why should anybody else in your whole support network. Shove your 10 free spins I'll just take it to our department Fair trading and the curico gaming commission they can sort it out for me.

Hopeless jerks

shottie77

Hello shottie77,

We've sent an email to the Casino Representative and asked him to address the issue you're inquiring about in this thread.

Good morning sir,

It seemed to me that my name was visible. I'm the Sheriff.

Why do you want us to respond to your email if you're here? Unless you'd rather go by e-mail. I'm just adjusting. Just tell us which way is best for you.

I see you're not happy with our casino. Unfortunately, we can't please everyone. As I told you, if you want to go by mail, then we will go by mail. There is nothing more I can

do about it. The choice is yours.

If you think you need to alert the "department Fair trading and the curico gaming commission" to anything, feel free to do so. We follow absolutely all the rules.

Have a lovely day.

Regards,

Sheriff

Hi Sheriff,

What can I say. Your arrogance is evident in how the operations of your casino runs. As you hide behind your fictional cartoon character, does this make your conscience feel better as you rip off the general public? There is zero contact phone numbers to contact customer support or management. Live chat will not get anyone to call back or transfer to a supervisor, and all emails don't get any response whatsoever. How do you manage to keep your gaming licence? Your attitude is a true reflection on how that place is run... Dodgy with zero customer focus. The worst I have ever played at.

GFY

so i requested my account to be closed after the withdrawal have been processed well my account is closed but no withdrawal has been processed and i still haven't been contacted absolutely disgusting

Hello shottie77,

We've sent an email to the Casino Representative and asked him to contact you.

LuckyLuke

Started by

theluckysheriff

at February 15, 2020, 01:26:58

Syd the koala %286%29

Hello again shottie77,

You have a manager talking with you right now. By this I mean me.

Your documents should have been validated earlier. The platform we use, like many other casinos, sometimes has ups and downs that we cannot control.

Once again, the 35e fees are not on our side, but on the payment platform we use. 150 for a 20 deposit it is far from bad.

Regarding the email, the last part says, "bonus terms apply". We obviously cannot put all the bonus terms in one e-mail. That's why we always advise players to read them. We don't have a lot of rules, it's quite quick to go through them.

Main rules: Winnings resulting from match bonuses are subject to a maximum cashout of 10 times the original deposit amount.

By the way, even if we are not directly responsible for the delay you had to undergo, we can offer you 10 free spins on the machine of your choice.

Regards,

Replied by

shottie77

at March 07, 2020, 00:20:54

Hi whoever you are?

It is very big of you to offer 10 free spins. If you really are Management, and I highly doubt you are, at least sign off with your name and rank. There's no wonder that support is so rude if this is how management responds to their customers. shit flows downhill right? By the way as for the conditions left out of the promotions regarding the deposit bonus paid out x10. It is the only condition you left out. 4 weeks ago now, I made another request to be contacted by manager through your general question section on your website and I got a reply last night saying the relevant department is still considering and we'll get back to me by email with a decision when it's been made. 4 weeks come on..... My disappointment with this casino has been increasing since day 1. But as I said, if the persons at the top don't give to craps, why should anybody else in your whole support network. Shove your 10 free spins I'll just take it to our department Fair trading and the curico gaming commission they can sort it out for me.

Hopeless jerks

shottie77

Replied by

Sydney

at March 07, 2020, 18:47:00

Hello shottie77,

We've sent an email to the Casino Representative and asked him to address the issue you're inquiring about in this thread.

Replied by

theluckysheriff

at March 09, 2020, 20:40:17

Good morning sir,

It seemed to me that my name was visible. I'm the Sheriff.

Why do you want us to respond to your email if you're here? Unless you'd rather go by e-mail. I'm just adjusting. Just tell us which way is best for you.

I see you're not happy with our casino. Unfortunately, we can't please everyone. As I told you, if you want to go by mail, then we will go by mail. There is nothing more I can do about it. The choice is yours.

If you think you need to alert the "department Fair trading and the curico gaming commission" to anything, feel free to do so. We follow absolutely all the rules.

Have a lovely day.

Regards,

Sheriff

Replied by

shottie77

at March 20, 2020, 10:42:26

Hi Sheriff

What can I say. Your arrogance is evident in how the operations of your casino runs. As you hide behind your fictional cartoon character, does this make your conscience feel better as you rip off the general public? There is zero contact phone numbers to contact customer support or management. Live chat will not get anyone to call back or transfer to a supervisor, and all emails don't get any response whatsoever. How do you manage to keep your gaming licence? Your attitude is a true reflection on how that place is run... Dodgy with zero customer focus. The worst I have ever played at.

GFY

Replied by

shottie77

at March 23, 2020, 14:08:57

so i requested my account to be closed after the withdrawal have been processed well my account is closed but no withdrawal has been processed and i still haven't been contacted absolutely disgusting

Replied by

fredos386

at March 23, 2020, 15:27:4

Shottie77 this casino is known online as being complete scam that's why i came to read as i was curious. Don't rely on their license too much, curacao is a cereal box license. It is worthless, you could have one if you wanted to operate in your backyard, you only have to pay for it and gg. Curacao is an empty shell, empty building with no one inside just like the kanawake comission lololol. If you call curacao and get someone on the line, that's probably because you had a wrong number lol. These guys will hide behind their fake names and say whatever they want as they know they operate illegally and don't care whatsoever. They know exactly what they are doing and why. The number of these people that should be in jail is astonishing. It's only a matter of time before the big clean up. The last thing you'll see on their c.v. is honesty because if you write that down on your c.v. you won't get hired there lol. The last thing they want is honest staff that tells the player the truth lol. They are paid pocket change to scam others, the cheap labor of criminals. They are not paid enough to care and even if they did, then they wouldn't work there.

Forget the license, forget forums, you need to take actions in the real world. They want people to believe our only chance is through these but they are all affiliate or working directly for the industry so their loyalty goes there. They will talk trash, say whatever they want but if you show up with a lawyer you'll see how quickly they change their behavior. Good luck with your case, don't give up... it's because of all the people that give up that they continue to operate. But they ran their industry to the ground, being forced to lower rtp and remove promotions all over because all their bs have made the customers

find something better to do with their lives. They might have a slight boost now but after the crisis, when the economic crash start affecting everyday life, they will go down in flames.

Syd the koala %286%29

Replied by

Sydney

at March 23, 2020, 18:13:0

Hello shottie77,

We've sent an email to the Casino Representative and asked him to contact you.

Replied by

theluckysheriff

at March 23, 2020, 19:32:00

Syd the koala %286%29

Hello shottie,

You should know that in a conversation people adapt to the person they are talking to. I'd rather stay straight in my cowboy boots than bend over when I get shot at with live ammunition. Since the beginning I try to adapt to your requests, I answer you here etc, but nothing satisfies you. While you have a direct point of contact here with me, you try to ask the chat support to give you my contact. However, I explicitly asked you the last time if you prefer that I contact you by email or here. You didn't want to answer and in the end, you find yourself here again to complain that we don't answer you. Unfortunately, we can't satisfy everyone, especially in an industry like this one, but it is clear that you don't make it easy. So once again, would you like to be contacted by email or here on my behalf? Without an answer from you, I would consider that you didn't want to answer with the sole purpose of feeding an endless drama.

As far as the phone number is concerned, it will be difficult for us to give you a number that does not exist, as the platform we use only provides chat and email support.

Your account has been reopened so that you can make a new withdrawal request. As you didn't want to write to the financial department to tell them that you accept international transfer fees (which is why your transfer was not successful in the end), I took care of it. Once again you didn't want to answer a simple question that only slows down the process again and again.

As far as Fredo is concerned, I will just say that we should not put all the eggs in one basket and that we are certainly one of the clearest casinos on the market, only there are conditions and constraints. Here, for example, an international transfer coupled with the fact that a MasterCard credit card does not accept withdrawals (we help our players but we are not magicians who can go against the technologies

or constraints of the payment organizations). So it would be good not to cry wolves too quickly. You should also take into account that on this kind of forum you will never see all the players for whom everything is going well, only those who have problems.

Finally you also accuse LCB of collusion. LCB is, in the field of affiliation, a more than very respectable entity that will always help players, even the most difficult ones.

Good day to you both.

Are you serious. I have made multiple requests for you to call me, because I am sick of writing essays and still getting no where. In which world do you think you have helped or assisted me? I have been trying to make 1 withdrawal now for 8 weeks since the end of January. I requested on 3 occasions to the finance dept to do a bank wire, then close my account. Not just close my account and hope I go away without you paying me. I will attach some screenshots of the direct requests. I have only been assertive due to the hoops I have jumped through to get my highly reduced winnings, and the total lack of service I have received along the way. You are in no position to post any blame on me for having to continually follow up to get a withdrawal that still has not been processed. 1 phone call could have saved a lot of time and effort. Now for the forth time, process the withdrawal via bank wire using the bank details I have already provided, and then close the account. Its obvious you Dont give a shit or have any clue to what's happening around you. Here are some snippets from direct emails to the finance dept.

March 13 via email

I selected wire transfer I know there is a fee, ridiculous as it is, just process it I'm not waiting another 48 hours. I will attempt to get that fee refund at a later time after I speak with the gaming commission. Just processed the withdrawal wire transfer. Stop screwing me around. I'm still waiting to be contacted by management for over a month now. This casino is a joke.

Regards
Scott Waldron

March 19 Via email

This is beyond a joke. I confirmed that a bank wire was the option to process the withdrawal. Hurry up and do it, then close my account and delete all my details from all of your databases

March 19 via email

My account is verified (eventually) you have all my bank details for a wire transfer. Just process the withdrawal and close my account.

How dare you say I have not confirmed for you to go ahead and process the withdrawal, just another lie to add to your growing collection.

Do you understand now, is it clear to you...process the bank wire and then close the account. I will be forwarding this information to the ACCC along with the emails and live chat transcripts, the advertising emails etc etc your just making it look worse and worse for yourself and your dodgy establishment.

Recap. Process bank wire, close account..got it? Clear enough?

Kind regards

shottie77

P.s. I do not know Fredo, never met him, or spoken to him in my life love before. Although I do somewhat agree with him about a few things, I would appreciate if you deal directly with him on a separate reply. That is quite rude of you again cowboy