



Brand New Alias &lt;brandnewalias@gmail.com&gt;

---

## Chat transcript

---

**LiveChat** <support@livechatinc.com>  
Reply-To: brandnewalias@gmail.com  
To: brandnewalias@gmail.com

Mon, Apr 13, 2020 at 6:09 AM



## Chat transcript

**Name:** brandnewalias

**E-mail:** [brandnewalias@gmail.com](mailto:brandnewalias@gmail.com)

Lucas

Mon, 04/13/20 05:14:55 am America/New\_York

Hello. How may I help you?

brandnewalias

05:17:08 am

hi

just checking on my INSTANT withdrawal again

<https://7bitcasino.com/en/payments>

Lucas

05:18:52 am

One moment, please. Let me check it.

A withdrawal is usually processed within an hour, but sometimes this process takes more time.

Kindly, wait a little bit. Thank you!

brandnewalias

05:24:14 am

its been 6 hours

Lucas

05:26:34 am

Kindly wait a bit more, Justin

Thank you for your understanding in advance!

brandnewalias

05:27:12 am

my understanding?

my understanding is that withdrawals are instant  
is that not the case?

Lucas 05:28:33 am  
Sometimes it can take more

brandnewalias 05:31:26 am  
how much more, may i ask?  
this is my recent deposit history at a different casino, i am looking for a new home but i wont use  
this casino if you guys play fast and loose with cashouts  
[History.PNG](#)

Lucas 05:33:28 am  
I can't tell you the exact time, I'm sorry

brandnewalias 05:34:22 am  
interesting  
fine, i will be posting a complaint at askgamblers and lcb then, thats totally unacceptable to claim  
to be instant and then delay people's cashouts indefinitely

Lucas 05:36:50 am  
Sorry for that  
We are trying to provide you with the best service

brandnewalias 05:40:44 am  
sorry to say. the best service is an instant payout, like they provide at bitcoinpenguin,  
nitrogensports, casinobrando, etc.  
six hours is actually kind of shady -- i know online casinos used to do things that way but its no  
longer acceptable  
what is the reason for the delay?  
i see

Lucas 05:49:34 am  
As I can see, your withdrawal is pending for approval at the moment. Unfortunately, I cannot tell  
you the exact time this is going to take, since it's entirely up to our financial team to approve  
withdrawals. All withdrawals are reviewed in order of a live queue. Please, wait until your  
withdrawal is approved. Thank you in advance for your patience!

brandnewalias 05:50:18 am  
if withdrawals require approval, why does your own FAQ say they are instant and automatic?  
thats my question

i am seeing many reports of delays on the review sites for you guys, i wish i had done my homework more carefully  
u guys are incorporated out of curacao correct?

Lucas 06:03:29 am  
Yes, you that's correct

brandnewalias 06:04:38 am  
ok  
so an hour ago, you said withdrawals are usually processed in an hour  
at that point it had already been six hours  
now it is 7 hours  
i have complied with all of your requests  
do u not have the money or something?

Lucas 06:07:13 am  
I have contacted our manager on your issue and your withdrawal will be transferred soon.  
Wait some more time, please

brandnewalias 06:08:47 am  
thank you  
i see the status update now  
thanks for help Lucas

Lucas 06:09:03 am  
You are welcome!  
Take care:)

brandnewalias 06:09:12 am  
have a great day

You archived the chat 06:09:16 am

Duration: 1h 0m 15s

Chat started on: <https://www.7bitcasino.com/accounts/history>



E-mail from LiveChat