



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

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## Chat transcript

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

Fri, Apr 17, 2020 at 1:42 PM



## Chat transcript

**Name:** bra\*\*\*\*

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

Helen

Fri, 04/17/20 12:10:30 pm America/New\_York

Hello. How may I help you?

bra\*\*\*\*

12:11:38 pm

HI HELEN

sorry for the caps

may i inquire as to the delay in processing my cashout request, ma'am?

hello?

Helen

12:13:47 pm

One moment, please

bra\*\*\*\*

12:13:49 pm

why did you disable my account?

WOW

you have got to be kidding me

i knew you guys could not be trusted

????

i'm posting a complaint to the gambling review sites, it looks like

Helen

12:18:35 pm

Please give me some time, i need to contact the manager

bra\*\*\*\*

12:22:03 pm

im sorry, why did you lock me out?  
i just posted a complaint to Wizard of Odds and [lcb.org](https://lcb.org)  
i'm about to post to Twitter and Facebook as well  
this is totally unacceptable  
i am paying customer

Helen

12:23:50 pm

Our manager'll contact you via email and explain the situation soon.

bra\*\*\*\*

12:24:06 pm

there is no situation  
you're manufacturing some reason not to pay me  
ive reviewed all of your terms, i have broken no rules  
i have deposited 7 times and cashed out once before  
you guys are planning to CHEAT me  
[7BitCasino%20Terms%20and%20Conditions.pdf](#)  
you should be embarrassed

Helen

12:30:31 pm

Dear Player, we ask you to wait for a while, you'll get an email with explanations

bra\*\*\*\*

12:35:29 pm

i am not waiting for an email with a phony excusew as t why you are CHEATING me out of my winnings  
there was no terms violation  
i have deposited AT LEAST \$400 at this casino over the past two weeks and you already paid out a smaller cashout  
if there were issues, you would have informed me at this time  
now because i have won \$2700 you are trying to steal it from me, probably because you cannot pay it  
and evidently you have a HISTORY of doing this  
<https://www.askgamblers.com/quick-search/complaints/1?q=7bitcasino>  
so what are you you going to try and say?  
that i have multiple accounts? BEDCAUSE I DON'T  
that i was playing with a bonus? BECAUSE I WASN'T  
that i am playing in a jurisdiction where online gambling is illegal? BECAUSE I AM NOT  
i read all of your terms (and saved them) when i opened this account .... i just sent them to you. i read everything and i followed all of your rules.  
which you already know ... which is why you already paid out and earlier cashout  
i'm also filing a complaint with Curcao / Antillephone regulatory body  
your behavior is reprehensible

Helen

12:51:03 pm

Unfortunately, we do not accept players from your country and it's indicated in our rules. We remind you that you agreed to the specified rules while signing up.

As per the provided documents, you are based in one of the restricted countries - which is why your account was closed and your balance was confiscated.

bra\*\*\*\*

12:53:11 pm

okay

where in the terms does it say that players from my jurisdiction are not allowed?

here are the terms i reviewed when i joined (i saved them)

[7BitCasino%20Terms%20and%20Conditions.pdf](#)

YOU ARE LYING

and you are STEALING my money, its so pathetic

why exactly did you pay my earlier cashout from last week if i am in a banned jurisdiction?

i sent you my proof of address and identity documents before you paid the \$700 last week

so you KNEW exactly where i was located at that time

i have ALL OF THE EMAILS AND CHATS SAVED

Helen

12:56:58 pm

Your documents were reviewed by our managers recently, we are sorry, this decision is final.

bra\*\*\*\*

12:58:11 pm

LOL

unbelievable

so let me be sure i have the timeline correct before i escalate to the appropriate authorities

i registered at your site a couple weeks back

last week, i won \$700, and requested a cashout

you initially rejected that cashout because i had not verified my account

so i verified the account, sent you a copy of my passport and a utility bill showing my address, which you accepted

i then resubmitted that cashout request and YOU PAID IT

Helen

01:02:04 pm

We didn't accept your documents

bra\*\*\*\*

01:02:22 pm

this week, i won \$2700 and despite accepting hundreds in deposits from me during the interim, and despite having confirmed the validity of my account YOURSELVES, you are now trying to say that i am in an invalid jurisdiction

um, yes you did

[7%20bit%20email%20thread.pdf](#)

[7bit%20cashout%20approved.pdf](#)

Helen 01:05:25 pm

We can open the upload documents, could you please provide a screenshot of them ?

We can't\*

bra\*\*\*\* 01:06:07 pm

what documents?

my verification documents or the emails that i just sent you

i can send you everything via email

including chat transcripts

Helen 01:10:19 pm

I have transferred this case to the manager, we'll contact you via email.

bra\*\*\*\* 01:10:51 pm

im not waiting to hear back via email

this is ludicrous

hjerere are the chat transcripts from LAST WEEK regarding my verification

[7bit%20chat%20transcript%201.pdf](#)

[7%20bit%20chat%20transcript%202.pdf](#)

i am sharing all the details on this thread about your casino:

<https://lcb.org/onlinecasinobonusforum/direct-casino-support/7bitcasino-support-here/300>

including all the documents

not only do your terms not say ANYTHING ABOUT NOT ACCEPTING U.S. PLAYERS, you

actually VERIFIED MY ACCOUNT AND PAID EARLIER WINNINGS

Helen 01:21:56 pm

Our manager has returned the sum of all your deposit made after the previous cashout, we ask

you to request it after that your account will be closed

bra\*\*\*\* 01:23:49 pm

not acceptable

i WON \$2700 fair and square at your casino

you are STEALING my money

there is NOTHING in your terms that says U.S. players are not allowed. It is not in the list of countries that is prohibited.

When I won \$700 earlier this month, you asked for verification as to my location and address,

and i provided proof of address including citizenship.

You accepted and verified my account.

I don'

I don't care about the money that I have deposited. You owe me .3 BTC and you are now trying to steal it from me.

The same as some common street thug.

Helen

01:27:50 pm

This decision is final, your account was closed as we don't accept players from your country

bra\*\*\*\*

01:28:17 pm

if you will not pay me my winnings then i will be sure EVERYONE who used cryptot gambling sites KNOWS about your shady and unethical cheating

WHERE does it say that?

[7BitCasino%20Terms%20and%20Conditions.pdf](#)

you said earlier that i could have read it in your terms ..... WHERE?

I WOULDN'T HAVE P;LAYED HERE

i actually read the terms BEFORE I deposit

and you do accept pplayers from my country

Helen

01:30:07 pm

"3.11 If you are a player from Slovakia, Israel, Lithuania, Spain, Ukraine, the UK, France and its overseas territories (Guadeloupe, Martinique, French Guiana, Réunion, Mayotte, St. Martin, French Polynesia, Wallis and Futuna, New Caledonia), Dutch West Indies and Curacao, Netherlands or US or any of its states, you won't be allowed to play real money wagering games including Bitcoins."

<https://7bitcasino.com/en/terms-and-conditions>

bra\*\*\*\*

01:30:07 pm

<https://www.askgamblers.com/casino-complaints/7bit-casino-representative-says-players-from-us-not-allowed-casino-refusing-to-pay-winnings>

LOL

you just added that to your terms., do you think i am stupid?

Helen

01:30:47 pm

No, we didn't

bra\*\*\*\*

01:31:32 pm

and even if not, the fact is, i WAS able to play real money games

and deposit

and cashout

you cashed out \$720 earlier this month

seriously, aren't you embarrassed about working for such a dishonest enterprise?

you make all caribbeaners and south americans look terrible

now you are trying to refund 44 mBTC because its cheaper than paying what you owe me, which is 300 MBTC

its completely embarrassing

Helen

01:36:25 pm

We have revealed that you are from the United States recently and we closed your account immediately

bra\*\*\*\*

01:39:54 pm

uh. you knew i was in the U.S. when i requested an earlier cashout and requested that i verify my account  
in response to which i sent my US PASSPORT and A UTILITY BILL WITH A MASSACHUSETTS ADDRESS  
that was over one week ago  
you accepted those documents and then processed a \$740 cashout request  
before going on to accept hundreeds more in deposits from me  
you knew exactly where i was

Duration: 1h 34m 57s

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



E-mail from LiveChat