



LiveChat <support@livechatinc.com> Thu, 15 May 2025 at 7:20 am  
Reply to: support@livechatinc.com  
To: joshbest123@gmail.com

# Chat transcript



E-mail: [joshbest123@gmail.com](mailto:joshbest123@gmail.com)

Visitor Thu, 15 May 2025 07:00:01 AWST

Attachments:

- [Screenshot\\_20250515\\_065312\\_Gallery.jpg](#)
- [Screenshot\\_20250515\\_065341\\_Gallery.jpg](#)

Visitor 07:00

I want the Wednesday reload bonus please because this hypocritical crap Denis is trying on with me about conversion rates is going to fly, with me I will just get in contact with the LCB admins for them to deal with it if you refuse to add it like he did

 Lana 07:02

Please, give me a few minutes, I will check it for you.

Visitor 07:03

No worries

 Lana 07:07

Dear Player, thank you for waiting. To qualify for the Map Day bonus, a minimum deposit of EUR 25 or equivalent is required (40 AUD). It must be a one-time deposit to activate this bonus.  
I can offer you 90 FS with x40 wager and max cash out of 100 EUR or equivalent, so that your deposit will not be left without any bonus that is the maximum I can do from my side now, okay?



Lana

07:07

Attachments:

- [image.png](#)

Visitor

07:07

I don't want the map day bonus

Visitor

07:07

I want the Wednesday reload bonus



Lana

07:08

You have chosen the Daily Bonus in the system, unfortunately, technically we cannot replace it with another bonus.

Visitor

07:08

Oh cummon

Visitor

07:09

So now you're the only casino that goes by the live exchange rate and the only casino that can't swap a bonus for a different one even though I didn't even get the bonus

Visitor

07:10

Attachments:

- [Screenshot\\_20250515\\_070941\\_Chrome.jpg](#)

Visitor

07:10

Just give me this bonus please or this will be the last deposit I make here



Lana

07:10

I have offered you a solution to this problem. Unfortunately, there is no other way to solve it.

Visitor

07:10

You haven't offered a solution



Lana

07:10

Unfortunately, we cannot manually credit those bonuses that should be credited automatically by the system. Such a bonus can only be received upon making a deposit.

Visitor

07:10

You've offered a crappy bonus

Visitor

07:10

I don't believe that for a second



Lana

07:11

But you chose it in the system yourself, alas.

Visitor

07:11

Yeah and I didn't meet the requirements so it's not been used has it

Visitor

07:12

I'll just save this transcript and get in touch with LCB if you're going to be this difficult about something that's very simple to rectify



Lana

07:14

I understand that you don't need the bonus I offered. Do you have any other questions or requests?

Visitor

07:15

Yeah give me the Wednesday bonus I'm asking for

Visitor

07:16

It's not a hard request

Visitor

07:16

You're just digging your heels in and refusing to do it for God knows what reason

Visitor

07:17

And like I said your refusal to fulfil the simple request will be the deciding factor on me not depositing here again



Lana

07:17

Dear Player, I have previously provided you with answers to all these questions.



Lana

07:17

Is there anything else I can help you with?



Lana

07:20

If you require any assistance or have any questions, please do not hesitate to reach out to us. We are here to help you 24/7.

Lana archived the chat

07:20

Conversation happened at: <https://iwildcasino10.com/en/mifinity>

Powered by  LiveChat

[Unsubscribe](#)