

Transcript of Thursday, May 15, 2025, 06:08:48 am. Operator: Denis. Visitor: Visitor

1 message

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

Chat transcript



E-mail: joshbest123@gmail.com

Visitor

Thu, 15 May 2025 06:10:02 AWST

Can you please add the Wednesday bonus to my deposit since I couldn't add the daily one to it apparently



06:13

Welcome to iWild Customer Service. My name is Denis. Please, give me a moment to c heck that for you. Thank you!

Visitor

06:14

No worries cheers



Denis

06:17

My apologies, but minimum deposit for getting a Map Day bonus is A\$40.



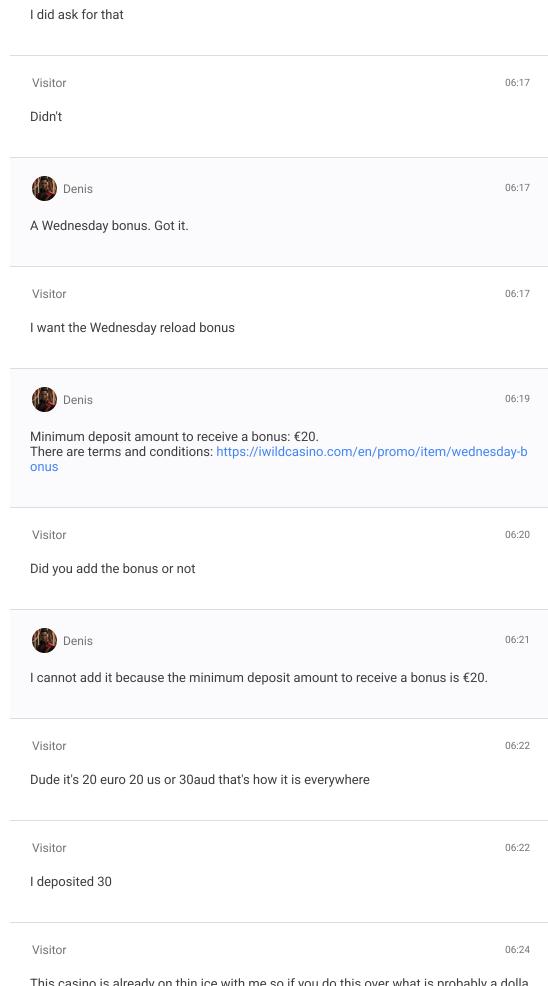
Denis

06:17

Attachments:

- · image.png
- image.png

Visitor 06:17



This casino is already on thin ice with me so if you do this over what is probably a dollar or 2 I won't be back



06:24

30 AUD is lower than 20 EUR, which is why the bonus cannot be applied.

Visitor 06:25

Hey mate

Visitor 06:26

It's the standard at every casino

Visitor 06:26

Its never done off the live exchange rate

Visitor 06:27

Because its ridiculous expecting people to check and send that precise amount every time



Denis

06:27

I apologize, but that is a firm rule. 30 AUD is less than 20 EUR, which is the reason the bonus cannot be used.

Visitor 06:27

You tell me how many aud is 20 euro



Denis

06:30

The rate is changing daily, so I recommend verifying the information online. Currently, t here is approximately a 10% difference between 30 AUD and 20 EUR. Unfortunately, I a m unable to assign the bonus on your behalf.

Visitor 06:31

I recommend you give me the bonus or I'll be deleting my account once I get my money back

Visitor 06:33

Because you're right it is changing daily and if you're not going to provide a means to te II what that rate is you can't expect people to check and calculate it every day thats ridi culous



06:34

Unfortunately, I am technically unable to assign the bonus.

Visitor 06:34

Attachments:

Screenshot_20250515_063413_Chrome.jpg

Visitor 06:34

Since this rule you're so firm on doesn't appear in the T&C

Visitor 06:35

It would be fair to base one's deposit on the same 150 percent rule that you apply to withdrawal

Visitor 06:36

Or does it only work in the casinos favour both ways? You expect to get paid more by the customer but in terms you'll pay them less back with the exchange rate not being taken into account for withdrawals



06:36

Changing terms daily is not feasible. That's the reason the rate remains fixed there.

Visitor 06:36

Dur you idiot

Visitor 06:36

It works both ways!

Visitor 06:37

Give me my damn bonus you one eyed fool



06:37

We value respectful communication and strive to maintain a positive environment for a II our users. If inappropriate language or offensive remarks continue, we will have to ta ke necessary actions, including blocking access to the live chat to ensure a constructive experience for everyone.

Thank you for your understanding and cooperation.

