



# My request for help that I sent over the past several days with no help and not even a response

1 message

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To: Banking Mr. O <support@eternalslots.com>

I don't want to feel like I'm doing your job for you but I'm giving you all the information but there is more but you have to read because I've said it so many times in the past few days and now you're denying my claim for withdrawal and that's unacceptable because I paid for a \$30 chip the other day that I'm supposed to get every single day for 7 days and I have not been able to receive it because the code does not work because it says expired. You can check the chat log because I've waited and requested several times from them over the past two days and they can't help me because they don't have the answer for it and they send me to support and they won't even respond to me it's been days. And now my withdrawal would not have five or more free bonuses if y'all would have given me what I paid for but you did not and now you're holding back by winning because you didn't do your company didn't do their job correctly even though I have requested through social media through email and through chat and now through you. I don't like to be negative but I don't expect you to do anything to fix this but maybe you'll do the right thing and help fix the problem and once the \$30 chip is placed in there correctly since I used the code and paid for the chip I'm clearly eligible for my withdrawal. If this does not work out today then I will go ahead and get a third party arbitration going on this. Support is clearly in the wrong on this and because I don't have mine records from chat because I shouldn't really need to do this so can you please forward me all the records for the past 2 to 3 days from chat so that I could go ahead and send this to the arbitration Department or the governing agency that holds your license? I will also open a report with the third party reviewers so this case can be seen by other people and then maybe y'all can cure the problem that you have at replacement and do better next time. This is really very sad customer support.

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