

Urgent: Regarding Pending Winning Bets Not Graded Inbox x



seiji chan <seijichan245@gmail.com>

to vip, assistance ▾



Thu 21 Aug, 19:03 (8 hours ago)



Hi Betwhale support,

I am writing to formally follow up on the incident I reported over seven days ago regarding my winning bets that remain ungraded and pending. Despite my repeated inquiries, the responses I have received so far have provided only vague explanations without **any clear time frame for resolution**.

This delay is causing me serious concern, as it gives the impression that the platform may be attempting to withhold my rightful winnings. As a regular customer, I expect transparency, fairness, and timely handling of all betting outcomes.

I kindly request:

1. A clear update on the status of my pending bets.
2. A specific timeline for when these bets will be graded and my winnings credited.

If this matter is not resolved promptly, I may be forced to escalate my complaint to the relevant regulatory authorities/online platforms.

I look forward to your urgent attention and a swift resolution.

Sincerely,

Hoang Hung Nguyen

URGENT : Bets results pending / not loading after the event finished



seiji chan <seijichan245@gmail.com>

to vip ▾

Hi VIP Support Team,

I hope this message finds you well.

I am writing to report an concerning issue I've encountered with your platform. After the conclusion of Johnny Speeds vs SAW, M80 vs Team Aether and Iberian Soul vs Gun5 as per below :

Johnny Speeds vs SAW map 1 :

Johnny Speeds	OpK-D	MKs	KAST	1vsX	K (hs)	A (f)	D (t)	ADR	Rating _{2.1}
HEAP	3 : 1	6	66.7%	0	21 (11)	6 (0)	17 (3)	92.8	1.29
Svedjehed	6 : 1	2	79.2%	1	16 (7)	6 (1)	14 (3)	67.2	1.19
Sapec	1 : 4	5	70.8%	1	17 (11)	5 (0)	14 (5)	76.0	1.08
Lekr0	0 : 3	3	79.2%	0	11 (8)	9 (4)	13 (2)	66.7	0.91
draken	3 : 2	4	62.5%	0	13 (2)	3 (1)	14 (1)	55.4	0.84
SAW	OpK-D	MKs	KAST	1vsX	K (hs)	A (f)	D (t)	ADR	Rating _{2.1}
aragornN	3 : 4	8	66.7%	0	20 (11)	5 (0)	15 (0)	92.4	1.24
story	3 : 3	5	62.5%	0	18 (4)	6 (4)	14 (3)	78.7	1.14
MUTIRIS	3 : 1	2	66.7%	0	11 (4)	7 (2)	16 (2)	51.2	0.86
Ag1l	1 : 3	3	75.0%	0	12 (6)	2 (0)	18 (7)	61.2	0.83
crazy	1 : 2	1	70.8%	0	11 (6)	4 (0)	15 (3)	50.4	0.72

M80 vs Team Aether map 1 :

M80	OpK-D	MKs	KAST	1vsX	K (hs)	A (f)	D (t)	ADR	Rating _{2.1}
slaxz-	7 : 0	6	88.9%	0	18 (4)	1 (0)	9 (3)	92.7	1.72
HexT	3 : 1	4	88.9%	0	13 (11)	6 (1)	7 (3)	79.2	1.54
Swisher	3 : 0	3	77.8%	0	15 (10)	11 (6)	11 (4)	91.7	1.42
Lake	0 : 2	2	83.3%	0	14 (7)	7 (2)	7 (2)	80.8	1.29
s1n	1 : 1	3	72.2%	0	13 (7)	3 (1)	9 (0)	80.8	1.21
Aether	OpK-D	MKs	KAST	1vsX	K (hs)	A (f)	D (t)	ADR	Rating _{2.1}
Tender	0 : 2	5	55.6%	0	12 (8)	7 (2)	16 (3)	86.9	0.88
arcade	2 : 2	1	72.2%	0	12 (7)	4 (0)	16 (2)	74.8	0.84
clipzera	1 : 3	2	44.4%	0	9 (5)	3 (1)	15 (2)	50.2	0.56
arias	0 : 2	2	44.4%	0	5 (2)	1 (1)	12 (2)	36.2	0.50
micro	1 : 5	1	44.4%	0	5 (2)	1 (0)	14 (2)	28.1	0.44



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to vip

Hi VIP Support Team,

I hope this message finds you well.

I am writing to report some issues I've encountered with your platform. After the conclusion of the following matches as below :

Alliance vs Nemiga :

Nemiga	OpK-D	MKs	KAST	1vsX	K (hs)	A (f)	D (t)	ADR	Rating _{2.1}
teeR	7 : 4	5	82.1%	0	19 (14)	6 (0)	20 (4)	70.1	1.18
riskyb0b	1 : 3	4	75.0%	0	21 (16)	10 (2)	16 (2)	80.2	1.17
sowallo	1 : 1	5	64.3%	0	19 (10)	8 (0)	19 (4)	85.5	1.08
khaN	3 : 5	4	60.7%	0	20 (7)	2 (1)	17 (1)	55.6	0.93
Xant3r	0 : 3	3	60.7%	0	15 (7)	3 (0)	16 (2)	69.5	0.87

Alliance	OpK-D	MKs	KAST	1vsX	K (hs)	A (f)	D (t)	ADR	Rating _{2.1}
poli	1 : 1	7	78.6%	0	20 (12)	2 (0)	15 (4)	65.9	1.17
twist	2 : 1	3	64.3%	0	19 (10)	8 (3)	20 (3)	84.9	1.06
avid	5 : 5	3	67.9%	0	17 (10)	6 (1)	18 (3)	72.0	1.01
upE	5 : 1	5	53.6%	0	17 (14)	7 (0)	22 (1)	77.3	0.96
eraa	3 : 4	2	64.3%	0	15 (2)	1 (1)	19 (2)	50.3	0.73

9INE vs OG :

9INE	OpK-D	MKs	KAST	1vsX	K (hs)	A (f)	D (t)	ADR	Rating _{2.1}
faveN	1 : 3	8	65.5%	1	27 (15)	5 (0)	18 (1)	89.3	1.32
phzy	2 : 0	5	82.8%	1	26 (8)	4 (1)	20 (5)	91.4	1.28
kraghen	8 : 0	4	82.8%	0	22 (12)	7 (1)	21 (5)	76.5	1.20
cej0t	4 : 6	3	65.5%	1	16 (10)	8 (0)	21 (4)	72.4	0.94
raalz	2 : 3	2	72.4%	1	17 (11)	6 (1)	22 (5)	66.9	0.92

OG	OpK-D	MKs	KAST	1vsX	K (hs)	A (f)	D (t)	ADR	Rating _{2.1}
nicoodoz	6 : 2	7	72.4%	0	29 (4)	5 (1)	20 (4)	108.0	1.44

Sat 16 Aug, 04:44 (6 days ago)





Bet Whale VIP Department

to me ▾

Thu 21 Aug, 22:59 (5 hours ago)



Hoang,

I have checked everything regarding your account, and it seems that technical issues with the markets are still occurring. Our technical team is aware of the situation and is actively working to resolve it, though unfortunately, we do not yet have an exact timeframe for when this will be fixed.

We sincerely apologize for the inconvenience this has caused. Please rest assured that once the case is resolved and your balance falls below \$1, we will add a \$300 sports bonus to your account as compensation for the difficulties you have experienced.

Thank you for your patience and understanding.

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Sincerely,

Levi Slade

Account Manager



Bet Whale VIP Department

to me ▾

Sun 17 Aug, 09:45 (5 days ago)



Hello Hoang,

Levi here, hope you are doing well today.

Thank you for the clarification. Please note that I've escalated your request, and our team is actively working to resolve the issue with the market. While we can't provide a specific timeframe, I can assure you that it will be fixed as soon as possible. We appreciate your patience and understanding.

If you have any other question do not hesitate to reach out

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Sincerely,

Levi Slade

Account Manager

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