



Re:[## 1035823 ##] ZULA - Multiple Accounts Linked to You

3 messages

Zula Casino Support <support@zulacasino.com>

Sun, May 11, 2025 at 9:52 AM

Reply-to: support@zulacasino.com

To: michaelaschmidt99@gmail.com

Cc: support@zulacasino.com

Hi Michaela,

Before we proceed with the account verification, our system detected multiple accounts under your name. Can you confirm which one is your main account?

You can check by logging into your account and clicking the three horizontal lines at the top right corner of the page. It will show you a dropdown, you will see your User ID below your email address.

Kindly review our Terms and Conditions, and refrain from creating multiple accounts as we only allow one account per person.

Attempting to open multiple Accounts may lead to the closure of all your Accounts.

--> <https://www.zulacasino.com/terms-and-conditions> Accounts 3.4

Once verified we will close the other accounts.

***Please note: Failure to confirm the main account within 3-4 days will result in the suspension of all accounts.**

Thank you.

**Conditions apply*

Policies, terms, and conditions may vary based on your location. If you are a player from a state where sweepstakes are prohibited, this may not be applicable to you.

**Best,
Allie
Customer Support Representative**

Need assistance?

Contact our 24/7 Support Team: support@zulacasino.com

Website: [zulacasino.com](https://www.zulacasino.com)



Discover more: <https://www.zulacasino.com/promotions>



Michaela Schmidt <michaelaschmidt99@gmail.com>
To: support@zulacasino.com

Fri, Aug 29, 2025 at 11:49 AM

Close my account

[Quoted text hidden]

5 attachments

-  **1746975122634000_1964172996.png**
42 KB
-  **1746975122674000_1724028274.png**
637 B
-  **1746975122704001_225019496.png**
975 B
-  **1746975122777000_494934357.png**
819 B
-  **1746975122866000_686669068.png**
838 B

Zula Casino Support <support@zulacasino.com>
Reply-to: support@zulacasino.com
To: Michaela Schmidt <michaelaschmidt99@gmail.com>
Cc: support@zulacasino.com

Fri, Aug 29, 2025 at 1:46 PM

Hi Michaela,

It's unfortunate to hear that you wish to close your account. We can assist you with the

process if this is what you want to do.

We respect your privacy. However, before we proceed, we would like to get a better understanding of what led you to this decision. Perhaps you can give us some feedback on your experience with Zula Casino.

Any information you can provide will be greatly appreciated, as we continually strive to improve our service.

**Conditions apply*

Policies, terms, and conditions may vary based on your location. If you are a player from a state where sweepstakes are prohibited, this may not be applicable to you.

Best,
Margot
Customer Support Representative

Zula Casino™

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Website: [zulacasino.com](https://www.zulacasino.com)



Discover more: <https://www.zulacasino.com/promotions>



---- on Fri, 29 Aug 2025 12:49:36 -0400 "Michaela Schmidt" <michaelaschmidt99@gmail.com> wrote ----

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