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# Account closure

1 message

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

Fri, Oct 3, 2025 at 9:48 AM

Hi Michaela,

We regret to inform you that your application has been rejected due to non-receipt of the required documents within the given timeframe.

We kindly request you to submit a new application at your earliest convenience. To do so, please click on the three horizontal lines located at the top right corner of the page. This will display a dropdown menu. From there, select the ""Redeem"" option and proceed to fill out the necessary information.

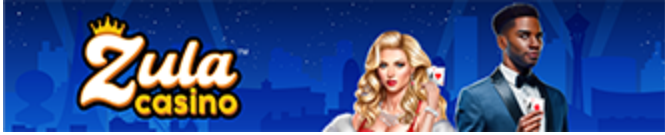
If you require any assistance during the application process, please do not hesitate to reach out to us. We are here to help.

Thank you for your understanding.

*\*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,  
**Marshall**  
**Customer Support Representative**  
**Zula Casino™**

Need assistance?  
Contact our 24/7 Support Team: [support@zulacasino.com](mailto:support@zulacasino.com)  
Website: [zulacasino.com](https://zulacasino.com)



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



---- on Fri, 03 Oct 2025 10:45:54 -0400 "**Michaela Schmidt**"<[michaelaschmidt99@gmail.com](mailto:michaelaschmidt99@gmail.com)> wrote ----  
[Quoted text hidden]