You are now chatting with 'Kendra'

Kendra: Welcome to our live chat service. My name is Kendra; how may I assist you today?

claralie: HELLO!

Kendra: Is there something specific I can help you with?

claralie: before yesterday I came here to ask what it is the max bet for a free bonus of 25 e

claralie: do yuo remember it was you that responded me ?

Kendra: The maximum you can withdraw from the bonus GE25FREE is $125.

claralie: THE maxbet no cash out

claralie: to play

claralie: have you someone called "lucy" ?

Kendra: Lucy is not on Shift at this time.

claralie: OK

claralie: but she works here ?

claralie: DO you know the amount of the bet maximum for a free 25 e BONUS

Kendra: Also, please remember our Terms and Conditions on Max bet rule for all bonuses is under $10; betting above $10 during a bonus playthrough will result in any promotion winnings voided.

claralie: so a bet of 6.75 is good ?

Kendra: Yes.

Kendra: May I assist you with anything else today?

claralie: but the 125 was denied because i bet more that $5

There may be a problem communicating with Kendra. Please wait while your chat is transferred to another operator.

You are now chatting with 'Gavin'

Gavin: Welcome to our live chat service. My name is Gavin; how may I assist you today?

claralie: yes a moment please

ralie: about your rules for the max bet for a free 25E bonus what amount please ?

Gavin: I can certainly check on that for you.

claralie: THANK you

Gavin: Areyou askign about the GE25FREE bonus?

claralie: i reedeemed it and i want to know what is the max bet for this bonus please yes for the GE25FREE

Gavin: The max you can bet is 10e or less

Gavin: If you exceed this when you are attempting to withdraw and you have accumulated winnings you will be in voilation of the max bet rule

Gavin: so i would say keep your max betting to 7e

Gavin: the max you can withdraw also is 125e

claralie: OK ty so my bet at 6.75 e is good ? ihave n ot bet more that 6.75bacause i asked it at the chat

Gavin: correct

Gavin: You're good with that bet rang

Gavin: range

claralie: and i dont understand why they wrote me that

Gavin: Wrote what?

claralie: Le 2 Novembre 2016 tu as racheté le dépôt code bonus 'GE25FREE'. Avec ce code, vous avez fait 43 paris ont fait sont plus de 5 €. in french and in english 43 bet at more of 5$ because the max is 5

claralie: they denied my paiement because i bet more tht 5 and as you the chat said me under 10 so ibet 6.75 for the more bet

Gavin: Where did you get that from

Gavin: let me double check something for you

Gavin: are you able to hold?

claralie: an email in french ok

Gavin: Thank you for holding.

claralie: ok

Gavin: I have checked the terms and condition and the email is correct

Gavin: 9.19 Maximum bet rule for all bonuses = €5.00. Any winnings plus bonus amounts derived from bets higher than that will be voided.

Gavin: The link can be found here http://www.goldeneuro.com/en/terms-and-conditions

claralie: i dont understant the total of bet not more that 5 ?

claralie: so fir each bet what is the max ?

Gavin: 55

Gavin: sorry

Gavin: 5e

claralie: HA and what is must be under 10 ?

Gavin: I confused the rules

Gavin: So I consulted with the terms and conditions

Gavin: and that was a mistake

Gavin: That's why I provided the article and the link to the terms and conditions for you to see also

claralie: because i asked for that each bet what max and now you say me under 5 ?

Gavin: 5e and under

claralie: You are several personn to say me under 10 and good for 6.75 and now it is a mistake ok i see

Gavin: as stated in the terms and cond

Gavin: and that was a mistake

Gavin: That's why I provided the article and the link to the terms and conditions for you to see also

claralie: because i asked for that each bet what max and now you say me under 5 ?

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claralie: You are several personn to say me under 10 and good for 6.75 and now it is a mistake ok i see

Gavin: as stated in the terms and conditions

Gavin: I do apologize for that but as stated in the terms and conditions the max bet from a bonus can only be 5E and under

claralie: yes the rules but your staff give bad infos and by this way there are no pay out accepted it that I understand thank you very much

Gavin: as stated in the terms and conditions

Gavin: I do apologize for that but as stated in the terms and conditions the max bet from a bonus can only be 5E and under

claralie: yes the rules but your staff give bad infos and by this way there are no pay out accepted it that I understand thank you very much !

Gavin: You're welcome.

claralie: bye

Gavin: We do appreciate your feedback and patience on the matter