Dear Scott,

thanks for your email.

We of course, care about our customers and after your email we have checked your conversation with our live support. We are happy to see we have not found any rude behavior from her. We are sorry you got disappointed but you need to know our live chat doesn't handle calculation of cashback. Live chat has to be fast in order to answer to many requests we receive every day. You cannot know but live chat is very busy and our agents do always the best to support all clients but there are some matter that needed to be handled via email.

Regards the cashback calculation for example our live agents always suggest to players to keep in touch with our email support as they do not have access to individual calculation via live chat and cannot provide all the information that instead could be given by our relevant department that have the time to check in details.

Also, the supervisor is not available always via live chat and this is the reason why our live agent did not forward you to him.

Cashback is calculated automatically from our system according to your game activity in all slots except live casino and game tables that do not contribute to the cashback.

Following your request we have also made a double check on your calculation and we don't have found any mistake about it.

Please do not hesitate to contact us again via email or live chat if you need any further assistance!

Best regards

Viggoslots, Play to win