



Brand New Alias <brandnewalias@gmail.com>

Chat transcript

LiveChat <support@livechatinc.com>
Reply-To: brandnewalias@gmail.com
To: brandnewalias@gmail.com

Mon, Apr 13, 2020 at 6:09 AM



Chat transcript

Name: brandnewalias

E-mail: brandnewalias@gmail.com

Lucas

Mon, 04/13/20 05:14:55 am America/New_York

Hello. How may I help you?

brandnewalias

05:17:08 am

hi

just checking on my INSTANT withdrawal again

<https://7bitcasino.com/en/payments>

Lucas

05:18:52 am

One moment, please. Let me check it.

A withdrawal is usually processed within an hour, but sometimes this process takes more time.

Kindly, wait a little bit. Thank you!

brandnewalias

05:24:14 am

its been 6 hours

Lucas

05:26:34 am

Kindly wait a bit more, Justin

Thank you for your understanding in advance!

brandnewalias

05:27:12 am

my understanding?

my understanding is that withdrawals are instant

is that not the case?

Lucas

05:28:33 am

Sometimes it can take more

brandnewalias

05:31:26 am

how much more, may i ask?

this is my recent deposit history at a different casino, i am looking for a new home but i wont use

this casino if you guys play fast and loose with cashouts

[History.PNG](#)

Lucas

05:33:28 am

I can't tell you the exact time, I'm sorry

brandnewalias

05:34:22 am

interesting

fine, i will be posting a complaint at askgamblers and lcb then, thats totally unacceptable to claim

to be instant and then delay people's cashouts indefinitely

Lucas

05:36:50 am

Sorry for that

We are trying to provide you with the best service

brandnewalias

05:40:44 am

sorry to say. the best service is an instant payout, like they provide at bitcoinpenguin,

nitrogensports, casinobrando, etc.

six hours is actually kind of shady -- i know online casinos used to do things that way but its no

longer acceptable

what is the reason for the delay?

i see

Lucas

05:49:34 am

As I can see, your withdrawal is pending for approval at the moment. Unfortunately, I cannot tell

you the exact time this is going to take, since it's entirely up to our financial team to approve

withdrawals. All withdrawals are reviewed in order of a live queue. Please, wait until your

withdrawal is approved. Thank you in advance for your patience!

brandnewalias

05:50:18 am

if withdrawals require approval, why does your own FAQ say they are instant and automatic?

thats my question

i am seeing many reports of delays on the review sites for you guys, i wish i had done my homework more carefully
u guys are incorporated out of curacao correct?

Lucas

06:03:29 am

Yes, you that's correct

brandnewalias

06:04:38 am

ok

so an hour ago, you said withdrawals are usually processed in an hour

at that point it had already been six hours

now it is 7 hours

i have complied with all of your requests

do u not have the money or something?

Lucas

06:07:13 am

I have contacted our manager on your issue and your withdrawal will be transferred soon.

Wait some more time, please

brandnewalias

06:08:47 am

thank you

i see the status update now

thanks for help Lucas

Lucas

06:09:03 am

You are welcome!

Take care:)

brandnewalias

06:09:12 am

have a great day

You archived the chat

06:09:16 am

Duration: 1h 0m 15s

Chat started on: <https://www.7bitcasino.com/accounts/history>



E-mail from LiveChat