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**Your chat transcript with www.planet7casino.com (13 Jan 2021, 02:10 AM GMT)**

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**Chat Transcript** <noreply@zopim.com>  
To: cruzinconsulting@gmail.com

Tue, Jan 12, 2021 at 7:15 PM

## Chat Transcript with Andre De La Rosa

**Chat started on 13 Jan 2021, 02:10 AM (GMT+0)**

(02:10:39) \*\*\* Andre De La Rosa joined the chat \*\*\*

(02:10:40) **Andre De La Rosa:** where do i file a complaint?

(02:10:46) \*\*\* Jill Goldberg joined the chat \*\*\*

(02:10:46) **Casino Support Center:** Welcome to our Customer Center Live Support. While we find the best agent to assist you, please help us expedite your request by typing your username, email address and your request in this chat box. One of our representatives will be with you shortly.

(02:12:09) **Andre De La Rosa:** 66sowdal

(02:12:14) **Jill Goldberg:** Thanks for contacting Planet 7 Casino. I will do my best to help you today.

(02:12:18) **Jill Goldberg:** Hi Andre , I hope you are doing well.

(02:12:29) **Jill Goldberg:** Can I ask for your phone number ?

(02:12:51) **Andre De La Rosa:** no. how do i file a complaint?

(02:15:43) **Jill Goldberg:** Can I ask the reason for the complaint so I know what department can help you

(02:16:06) **Andre De La Rosa:** the complaint department

(02:18:32) **Jill Goldberg:** Hi Andre is this for your withdrawal request ?

(02:19:15) **Andre De La Rosa:** The request you guys are trying to scam me out of and won't send me?

(02:19:17) **Andre De La Rosa:** yes

(02:21:26) **Jill Goldberg:** Let me send an escalation for your request to the withdrawal team please bear with me

(02:22:14) **Andre De La Rosa:** no. your "escalations" don't do anything. HOW DO I FILE A COMPLAINT?

(02:25:35) **Andre De La Rosa:** TAKE YOUR TIME

(02:26:55) **Jill Goldberg:** Let me check that for you please.

(02:28:35) **Jill Goldberg:** You can email our Support Team at [help@planet7casino.com](mailto:help@planet7casino.com)

(02:28:53) **Andre De La Rosa:** is that your complaint department?

(02:29:50) **Jill Goldberg:** Yes

(02:30:03) **Jill Goldberg:** Also I escalated your request too

(02:31:27) **Andre De La Rosa:** can't you just approve it?

(02:32:12) **Jill Goldberg:** I wish I have access to that but we have a withdrawals team for that and what we can do is to send an escalation and follow up

(02:33:06) **Andre De La Rosa:** Do you know the reason for such a long delay?

(02:34:10) **Jill Goldberg:** I wish I can answer but I already coordinated with them and made sure this will; be the last escalation for this request

(02:34:50) **Andre De La Rosa:** What are my options if that doesn't happen?

(02:36:15) **Jill Goldberg:** Please be advised that the escalation takes place within

3-5 business days and you will receive an email once it's approve

**(02:37:15) Andre De La Rosa:** What if it doesn't resolve anything? Who do I contact?

**(02:39:33) Jill Goldberg:** All you need to do is comeback to us and ask for follow up

**(02:40:09) Andre De La Rosa:** who exactly?

**(02:40:58) Jill Goldberg:** The customer service team because the withdrawals team are only available on chat

**(02:42:19) Jill Goldberg:** I mean on email

**(02:42:41) Jill Goldberg:** And for chat the customer service department are only available

**(02:44:35) Jill Goldberg:** Since I am not receiving any response from you, this chat will be closed. Thank you for contacting the Customer Support Center. If you have any other questions please contact us anytime via our Live Chat. Thank you for your time and have a great day.

**(02:44:38) \*\*\* Jill Goldberg left the chat \*\*\***

**(03:15:29) \*\*\* Andre De La Rosa left the chat \*\*\***

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<b>DEPARTMENT</b>	CS_Chat
<b>SERVED BY</b>	Jill Goldberg
<b>RATING</b>	—
<b>COMMENT</b>	—

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