



Jordan A. Kleen



Jordan Kleen <jordankleen@gmail.com>

to KYC-VegasRio

Apr 8, 2023, 3:03 PM



I replied in 15 min with my bitcoin address, is there a issue with processing my payment? Here is my address again....

3AJo **STRICTLY CONFIDENTIAL** 3Ej

really wondering why what many do instantly your organization manages to stretch into a week plus long ordeal. Either you have astounding inefficiencies in your system, or you stall out hoping people will forget.....I won't. Hoping and expecting this resolved (paid out) on Monday 4-10

Jordan A. Kleen



Reply

Forward

I reply nearly immediately and wait three days for a response/confirmation of btc address recieved that i don't ever really get, but I do get another denial for a reason that somehow was never caught in the previous attempts



Re: Withdrawal cancelled due to insufficient funds [#2025210] Vegas RIO x



Payouts-VegasRioCasino <payout@vegasriocasino.com>

Tue, Apr 11, 5:21 AM



to me ▾

Dear Jordan,

Welcome to Vegas Rio Casino!

We have received your withdrawal request of \$100 on 4th April, 2023.

Sorry to inform you that your withdrawal request has been rejected as you do not have enough balance to deduct \$125 Welcome Free Chip.

As you were playing on free chip bonus, wagering conditions are as below:

Free Chip Bonus: \$125

Wager on Slot games: 30x

Wager on Table and Video Poker games: 60x

Max Cash out possible: \$100 (Excluding Transaction Fee)

Required balance in your account at the time of Withdrawal: \$225 (the bonus amount will be deducted, and the minimum withdrawal that we process is \$100. As this is about \$100 Free Chip Bonus, the max cash out is \$100, therefore you need to have a balance of \$225 in your account)

So you need to meet the wagering and your balance should be more than \$225 and you should apply for \$100 because the max cash out for free chip bonus is \$100.

Wagers placed in jackpot games, Roulette, Craps, Pai Gow Poker and Baccarat, are not allowed with any bonus (unless specifically stated otherwise) and do not count towards meeting the wagering requirements.

For more details, please refer to the links as mentioned below: -

<https://www.vipcasinoroyal.com/terms>

<https://www.vipcasinoroyal.com/bonustermes>

Thank you for your time and patience and for your kind understanding in this regard.

Happy Gaming!

denied for
balance



E-Mail: payout@vipcasinoroyal.com

Your supportdeskcasino Team,

We hope this response has sufficiently answered your questions. If not, please do not send another email. Instead, reply to this email or [login to your account](#) for a complete archive of all your support requests and responses.



Jordan Kleen <jordankleen@gmail.com>

Tue, Apr 11, 5:38 PM

to Payouts-VegasRioCasino ▾

I understand the conditions and have made sure to ensure that they are currently met. Do I need to submit again through the site or can you do that from your end? Given the time frame and various what I'll call road bumps on this payout I'm wanting to get this accomplished, my winnings deposited in my crypto wallet, in like in the next 24hrs. Tops. I can see no reason it should take longer to approve at this point, as I am verified. I have provided my bitcoin address multiple times. And simply want this transaction done and over with.

Jordan A. Kleen



Reply

Forward



Withdrawal Request Vegas RIO x



noreply@vegasriocasino.com noreply@vegasriocasino.com via smtpsendmail.com
to me ▾

Tue, Apr 11, 5:41 PM ☆ ↶ ⋮



Hi **luckless82**,

Your withdrawal request with transaction ID **2534** for the amount of **100 USD** is pending approval.

In a period of 2 to 3 business days, we will get in touch with you to confirm your withdrawal based on the review by our risk management and compliance team.

Depending on the payment method you have selected, this withdrawal may take 7 to 10 business days only after approval to reach you.

For your withdrawal to be processed successfully, Vegas Rio Casino requires a color copy of the following documents:

- Passport**
- Identity Card or Driver's License, and**
- Credit Card Authorization Form**

Vegas Rio Casino may require the following documents to make sure that

I resubmit payout myself