Ray



HELP

One moment please, I'm connecting you to the next available operator.

Perhaps the answer you are looking for can be found on the FAQ section of our website! https://www.playcroco.club/support

Check out our hottest new game Sweet Shop Collect

SweetShopCollect-BellyArt-230x173 (LH).png

Chat\_POTM.PNG

Rack up the rewards twice as fast with Pokie of the Month. You don't want to miss out on this opportunity to earn some extra points. Check out our Promotions page https://www.playcroco.club/promotions for the Special code for this month's Pokie.

I was told after depositing that if I came back friday i would have a 100 chip to use. can you please tell me why it is not here? diana nickell dnickell1955@gmail.com 5595301043 1/26/1955 and 2020 s walnut court visalia ca 93277

Start spreading the love and invite your friends to join PlayCroco! 😍 For each eligible friend that signs up and makes their first deposit, you'll get a chance to win $30 FREE 🎁 Simply log in to your account and visit the Refer a Friend page from the ☰ menu on the top right corner to get started!

and now it says it expires in 2 days

help lol

it is friday east coast time lol

Your enjoyment at PlayCroco Casino is our top priority and your patience is greatly appreciated.

Hi, welcome to Casino Support. 🍀 My name is Ray and I'm happy to help you today. 🙂

How are you today, Diana? 🙂

great all info abaove

above

verification adn question

I can check on that for you now. 🙂

I'll be right with you.

ty

I am just looking into this a bit more, I appreciate your patience.

Thank you for your patience while holding, Diana.

k

I have reviewed your account as well as the coupon code BOOST020623 that you wanted to use.

The coupon code BOOST020623 is not able to be applied to your account at the moment, Management reserves the right to offer promotions only to players that are having a hard time getting wins.

Your account is reviewed on a regular basis and the more you deposit the higher chance you have of qualifying for future bonuses.

uh I deposited after talking with chat and they said Iqualified for the promotion

or i would have deposited elsewhere

I was told if I deposited I would get teh chip

I hope i dont have to report this casino to all the online reviews

I was told to ask for it friday

and that i would be given it

Yes, I can see the chat you are mentioning, Diana.

so I went ahead adn deposited

Allow me a moment to see what I can do to help you in this instance.

Just a moment, please.

ty very much

I will need a little more time to look into this for you, your patience is appreciated.

wow, first i was told it was same day, then told to come back the firsts now this

Thank you for your patience while holding, Diana.

In this instance, I can offer you $16.5 cashback that you have accumulated.

I am not going to be able to redeem the coupon code BOOST020623 as it is not applicable to your account at present.

Message not sent.

Our system has detected potentially offensive language. Please rephrase your query and try again.

supervisor

I was told specifically if I dep I would qualify for a 100 chip

I expect that

no more no less

this is not ok, it has a legal term it is called bait and switch

you promise then dont provide

that is not ok

supervisor please

16 is not 100

I compared several caisnos and chose croco for that specific one and was told I could have it

period

losing my husband was bad enough

but ripping off a new widow is extra special

I dont think your supervisors want to do this

all I wanted was a simple distraction and some fun to help what i am going through . this is not acceptable

I understand your concern, Diana.

However, as I stated above, your account does not qualify to use this promotion at present.

I am sorry that you feel you have been misled.

I did speak to my supervisor prior to answering your message and have relayed their words in reply to your query.

As advised above, I am not going to be able to apply the bonus in question to your account.

supervisor please

I have copied proof i was told this and you acknowledged it, I am ready to post to all the review sites

Just a moment, please.

Thank you for your patience while holding, Diana.

latest casino bonus said they will be calling you

I am not able to transfer your chat to a different operator, or a supervisor.

I apologize for the misinformation provided to you concerning the redemption of the above bonus we have discussed.

As I said previously, I will not be able to provide you with the bonus BOOST020623 as it is not applicable to your account.

I understand your disappointment, but at this stage I am not able to provide what you are asking me.