



Transcript of Thursday, May 15, 2025, 06:08:48 am. Operator: Denis. Visitor: Visitor

1 message

LiveChat <support@livechatinc.com>
Reply to: support@livechatinc.com
To: joshbest123@gmail.com

Thu, 15 May 2025 at 7:15 am

Chat transcript



E-mail: joshbest123@gmail.com

Visitor

Thu, 15 May 2025 06:10:02 AWST

Can you please add the Wednesday bonus to my deposit since I couldn't add the daily one to it apparently



Denis

06:13

Welcome to iWild Customer Service. My name is Denis. Please, give me a moment to check that for you. Thank you!

Visitor

06:14

No worries cheers



Denis

06:17

My apologies, but minimum deposit for getting a Map Day bonus is A\$40.



Denis

06:17

Attachments:

- [image.png](#)
- [image.png](#)

Visitor

06:17

I did ask for that

Visitor

06:17

Didn't



Denis

06:17

A Wednesday bonus. Got it.

Visitor

06:17

I want the Wednesday reload bonus



Denis

06:19

Minimum deposit amount to receive a bonus: €20.
There are terms and conditions: <https://iwildcasino.com/en/promo/item/wednesday-bonus>

Visitor

06:20

Did you add the bonus or not



Denis

06:21

I cannot add it because the minimum deposit amount to receive a bonus is €20.

Visitor

06:22

Dude it's 20 euro 20 us or 30aud that's how it is everywhere

Visitor

06:22

I deposited 30

Visitor

06:24

This casino is already on thin ice with me so if you do this over what is probably a dollar or 2 I won't be back



Denis

06:24

30 AUD is lower than 20 EUR, which is why the bonus cannot be applied.

Visitor

06:25

Hey mate

Visitor

06:26

It's the standard at every casino

Visitor

06:26

Its never done off the live exchange rate

Visitor

06:27

Because its ridiculous expecting people to check and send that precise amount every time



Denis

06:27

I apologize, but that is a firm rule. 30 AUD is less than 20 EUR, which is the reason the bonus cannot be used.

Visitor

06:27

You tell me how many aud is 20 euro



Denis

06:30

The rate is changing daily, so I recommend verifying the information online. Currently, there is approximately a 10% difference between 30 AUD and 20 EUR. Unfortunately, I am unable to assign the bonus on your behalf.

Visitor

06:31

I recommend you give me the bonus or I'll be deleting my account once I get my money back

Visitor

06:33

Because you're right it is changing daily and if you're not going to provide a means to tell what that rate is you can't expect people to check and calculate it every day that's ridiculous



Denis

06:34

Unfortunately, I am technically unable to assign the bonus.

Visitor

06:34

Attachments:

- [Screenshot_20250515_063413_Chrome.jpg](#)

Visitor

06:34

Since this rule you're so firm on doesn't appear in the T&C

Visitor

06:35

It would be fair to base one's deposit on the same 150 percent rule that you apply to withdrawal

Visitor

06:36

Or does it only work in the casinos favour both ways? You expect to get paid more by the customer but in terms you'll pay them less back with the exchange rate not being taken into account for withdrawals



Denis

06:36

Changing terms daily is not feasible. That's the reason the rate remains fixed there.

Visitor

06:36

Dur you idiot

Visitor

06:36

It works both ways!

Visitor

06:37

Give me my damn bonus you one eyed fool



Denis

06:37

We value respectful communication and strive to maintain a positive environment for all our users. If inappropriate language or offensive remarks continue, we will have to take necessary actions, including blocking access to the live chat to ensure a constructive experience for everyone.
Thank you for your understanding and cooperation.

