



Garrett A &lt;[REDACTED]&gt;

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## No Notification for Meeting Bonus Requirements

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**Yabby Casino Management** <pitboss@yabbycasino.com>

Mon, Jun 23, 2025 at 7:56 AM

Reply-To: Yabby Casino Management &lt;pitboss@yabbycasino.com&gt;

To: [REDACTED]

Hi Garrett,

Hope that you are well and safe.

Thank you for your patience! We received a response today from our software provider regarding your concerns about the notification message after you met the wagering requirements. The message was displayed as a warning between your bets, but a glitch occurred specifically with the confirmation step. That is why the system did not require you to confirm the bonus terms in order to continue playing with your bonus, as it normally does.

However, the message was shown, and the reason you may not have seen it could be due to placing your bets very quickly. Additionally, there were other warnings, including in the cashier, where the system continuously displayed your playthrough balance during wagering. This notification system is designed to help players track their wagering progress, and we implemented it to support our players. However, it does not exempt players from the responsibility of monitoring their playthrough via the cashier, especially since, in some situations, a player's balance can drop below \$1, causing the system to remove the coupon and consider the promotion lost, even though the player may continue playing and complete the wagering requirements.

We're glad you were able to make a withdrawal from the cashback bonus. We understand that the amount withdrawn may not have matched your expectations. As a gesture of goodwill, and to show you that we value you as a player and acknowledge your concerns about missing the notification due to fast betting, we've added a \$500 free chip to your account.

Thank you for your understanding and patience!

**Kind Regards,**  
**George Moore**  
**Yabby Management**

Your request number: 4889659

On Mon, 23 Jun at 2:55 AM , Yabby Casino Management <pitboss@yabbycasino.com> wrote:  
Hi Garrett,

Hope that you are well and safe.

We have thoroughly reviewed the matter with our IT department and upper management, and we can confirm that all systems are functioning correctly. No irregularities were found on our end, and all notifications are being delivered as expected.

For your reference, your playthrough balance can always be checked by clicking on your balance,