

Chat transcript on tawk.to started on Saturday, September 20, 2025, at 00:37 (GMT+0)

1 message

VIP ElegantSpins <tickets@vip-elegantspins.p.tawkto.email>
Reply-To: VIP ElegantSpins <tickets@vip-elegantspins.p.tawkto.email>
To: mbarrientes36@gmail.com

Fri, Sep 19, 2025 at 8:12 PM

Chat on [tawk.to](#)

Conversation started on Saturday, September 20, 2025, at 00:37 (GMT+0)

[00:37] 👑 VIP Support 👑 : 👑 VIP Hot Bonus Picks

⚡ ZOOM115 – 115% No-Rules

🎯 LIMITLESS250 – 250% High Bonus

🔥 MEG225 – 225% Massive No-Rules

🎰 Spin & win with upto \$250 Free Chips!

💎 Claim it now.

[00:44] V1757736295801973: Email : mbarrientes36@gmail.com

[00:45] *Sam has joined the conversation*

[00:45] Sam: Hey..

[00:45] V1757736295801973: Hello, my username: mbarrientes: I am following up on my 09-06-2025 withdrawal of \$457.00, that I submitted 13 days ago, transaction ID 24823 to be sent my Litecoin Address: MWgFYQmARousLLKTPLfY8MWWTsDJSyy4ZK.
I emailed support on 3 different times on 09-06-2025, 09-07-2025 and 09-08-2025 regarding my withdrawal. I received 2 replies on 09-07-2025 and 09-09-2025, that said my withdrawal will be processed in 2-4 hours, which I did not receive. So, I reached out to chat support on 09-10-2025, 09-13-2025, 09-14-2025 and 9-17-2025, 9-19-2025 and all 8 times, I was given an apology and was told that my withdrawal will be processed soon, and every chat support person said my withdrawal would be escalated to the payment team and it will be processed soon. So, I am reaching out again on when my withdrawal will be processed.

[00:47] V1757736295801973:

<https://tawk.link/67935757825083258e0a8889/vc/68cdf765d1e0f3060695a7b6/v/f0f7ddd2cbeeb013d745252efcf5deb77c538316/09-07-2025.png>

<https://tawk.link/67935757825083258e0a8889/vc/68cdf765d1e0f3060695a7b6/v/cad13723c604c5395d54188d9fdccffac7fdf0fc/09-09-2025.png>

https://tawk.link/67935757825083258e0a8889/vc/68cdf765d1e0f3060695a7b6/v/698a39c347671412630bb673921a3c8095743a82/09-10-2025_Chat_transcription.png

https://tawk.link/67935757825083258e0a8889/vc/68cdf765d1e0f3060695a7b6/v/050e1155feb6075f046695f1d1e18d30ea5915b4/09-13-2025_chat_transcript.png

[00:48] V1757736295801973:

https://tawk.link/67935757825083258e0a8889/vc/68cdf765d1e0f3060695a7b6/v/f28accc14e3723ed03fafa85395664b83b9cd820/Chat_transcript_on_tawk.to_started_on_Sunday_September_14_2025_at_2308.pdf

https://tawk.link/67935757825083258e0a8889/vc/68cdf765d1e0f3060695a7b6/v/57ae71b72a53251f4a82d51a6d6a27606c9f446a/Chat_transcript_on_tawk.to_started_on_Wednesday_September_17_2025.pdf

https://tawk.link/67935757825083258e0a8889/vc/68cdf765d1e0f3060695a7b6/v/216456b6c1aa799d88a6405138d4b1784d7f983f/Chat_transcript_on_tawk.to_started_on_Friday_September_19_2025_at_0521.pdf

[00:50] V1757736295801973: All these times I was told my withdrawal would be processed soon, it will be 2 weeks tomorrow, since I submitted my request and it was approved.

[00:52] V1757736295801973: This is my withdrawal I had submitted.

https://tawk.link/67935757825083258e0a8889/vc/68cdf765d1e0f3060695a7b6/v/8ee43d7acd9e38dcf48766a77f2aafd169671d3/Casino_withdrawal.jpeg

[00:53] V1757736295801973: Can you assist me with this and have my winnings processed?

[00:53] V1757736295801973: Hello Sam?

[00:54] Sam: Sorry for the hold . Let me check it please.

[00:54] V1757736295801973: ok

[01:05] Sam: As I checked your withdrawal is under process.

[01:06] V1757736295801973: It has been under process for 13 days

[01:06] Sam: Sorry for the delay . I can understand your concern .

[01:07] Sam: But We all have requested the payout team it will be processed by the team .

[01:08] V1757736295801973: Is their a manager you can speak with on the payout team?

[01:09] V1757736295801973: Being told on the 7th and 9th from inan email from ALEX that it would be processed in 2-4 hours

[01:11] Sam: Sorry . i can understand your frustration. You will receive it soon as the whole team has requested them to pay you and forwarded your request.

[01:11] V1757736295801973: Thank you Sam

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