
[Goldbet] Re: Conversation with Євгеній Мірошнік

Сообщений: 14

<support@goldbetio.zendesk.com>

Ср, 6 мая, 23:52

Ответить: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>

Кому: Євгеній Мірошнік <evgenijmirosnik814@gmail.com>

Hi Євгеній,

(23:42:08) Goldbet: Hi there!

 We're experiencing an unusually high load right now.

If a specialist doesn't join within a few minutes, we'll make sure to send the answer straight to your email — thanks for your patience!

(23:42:24) Web User 69fba79fec7aabbaac0dd927: Email: evgenijmirosnik814@gmail.com

(23:42:25) Goldbet: Thank you!

What's your question?

Please include as many details as you can — and if possible, attach a screenshot of the problem. This will help us investigate and solve it faster.

(23:42:32) Web User 69fba79fec7aabbaac0dd927: I accidentally made a double payment for the deposit. Please investigate and solve it as quickly as possible.

(23:42:43) Web User 69fba79fec7aabbaac0dd927 uploaded: Screenshot_2026-05-06-23-08-26-028_com.fuib.android.spot.online.jpg

URL: https://goldbetio.zendesk.com/sc/attachments/v2/01KQZGEM7NFQNPNUMFX9VM8R0ZC/Screenshot_2026-05-06-23-08-26-028_com.fuib.android.spot.online.jpg

Type: image/jpeg

Size: 163329

(23:42:50) Web User 69fba79fec7aabbaac0dd927 uploaded: Screenshot_2026-05-06-23-08-37-312_com.fuib.android.spot.online.jpg

URL: https://goldbetio.zendesk.com/sc/attachments/v2/01KQZGETYF34EMQKS21RQHDAHJ/Screenshot_2026-05-06-23-08-37-312_com.fuib.android.spot.online.jpg

Type: image/jpeg

Size: 163057

Reply to this email to keep the conversation going.

Цей електронний лист надіслано від Goldbet. Доставлено Zendesk

[00X5YJ-M96WK]

<support@goldbetio.zendesk.com>

Чт, 7 мая, 00:05

Ответить: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>

Кому: Євгеній Мірошнік <evgenijmirosnik814@gmail.com>

Hi Євгеній,

(23:55:48) Sophia [Support Team]: Thank you for contacting us!

In order to assist you with your inquiry, we will need the following:

1. Please attach the original document PDF, from the official source, of used to make the deposit.
2. The transaction ID from our website, which can be found in your "Deposit History" section.

The document must match the account that corresponds to the given transaction.

Please send the payment information in 1 message as follows: (PDF + ID). If there is more than one transaction, send each one separately.

Once we receive these details, we will forward the information to the payment service provider to clarify the status of the transfer.

Reply to this email to keep the conversation going.

Цей електронний лист надіслано від Goldbet. Доставлено Zendesk

6 травня 2026 р. о 20:52:50 UTC, користувач System support@goldbetio.zendesk.com написав:

(23:42:08) Goldbet: Hi there!

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URL: https://goldbetio.zendesk.com/sc/attachments/v2/01KQZGEM7NFQNPMMFX9VM8R0ZC/Screenshot_2026-05-06-23-08-26-028_com.fuib.android.spot.online.jpg

Type: image/jpeg

Size: 163329

(23:42:50) Web User 69fba79fec7aabbaac0dd927 uploaded: Screenshot_2026-05-06-23-08-37-312_com.fuib.android.spot.online.jpg

URL: https://goldbetio.zendesk.com/sc/attachments/v2/01KQZGETYF34EMQKS21RQHDAHJ/Screenshot_2026-05-06-23-08-37-312_com.fuib.android.spot.online.jpg

Type: image/jpeg

Size: 163057

[00X5YJ-M96WK]

Євгеній Мірошнік <evgenijmirosnik814@gmail.com>
Кому: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>

Чт, 7 мая, 22:31

ID депозита F_279a6f5271e54c9e84d5b50da2af55b9
По цьому ID випадково здійснив 2 платежі
Квитанції додаю

чт, 7 мая 2026 г., 00:05 <support@goldbetio.zendesk.com>:

[Цитируемый текст скрыт]

receipt8843656246731065074.pdf, receipt7400535512269753007.pdf

Sophia [Support Team] <support@goldbetio.zendesk.com>
Ответить: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>
Кому: Євгеній Мірошнік <evgenijmirosnik814@gmail.com>

Чт, 7 мая, 22:53

Hi Євгеній,

The matter has already been forwarded to our technical department for further review.
As soon as we receive an update regarding your case, we will inform you promptly.
We appreciate your patience and understanding while we work to resolve the issue.

Reply to this email to keep the conversation going.

Цей електронний лист надіслано від Goldbet. Доставлено Zendesk

7 травня 2026 р. о 19:32:05 UTC, користувач Євгеній Мірошнік evgenijmirosnik814@gmail.com написав:

ID депозита F_279a6f5271e54c9e84d5b50da2af55b9
По цьому ID випадково здійснив 2 платежі
Квитанції додаю

чт, 7 мая 2026 г., 00:05 <support@goldbetio.zendesk.com>:

Hi Євгеній,

[Цитируемый текст скрыт]

[Цитируемый текст скрыт]

[00X5YJ-M96WK]

Євгеній Мірошнік <evgenijmirosnik814@gmail.com>
Кому: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>

Чт, 7 мая, 23:15

Які терміни на вирішення цього питання?

чт, 7 мая 2026 г., 22:53 Sophia [Support Team] <support@goldbetio.zendesk.com>
[Цитируемый текст скрыт]

Sophia [Support Team] <support@goldbetio.zendesk.com>
Ответить: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>
Кому: Євгеній Мірошнік <evgenijmirosnik814@gmail.com>

Пт, 8 мая, 08:55

Ні Євгеній,

All requests are processed in the order they're received.
Your request is already in our system and will be reviewed shortly. 🕒
Thank you for your patience—we truly appreciate it!

Reply to this email to keep the conversation going.

Цей електронний лист надіслано від Goldbet. Доставлено Zendesk

7 травня 2026 р. о 20:15:49 UTC, користувач Євгеній Мірошнік evgenijmirosnik814@gmail.com написав:
Які терміни на вирішення цього питання?

чт, 7 мая 2026 г., 22:53 Sophia [Support Team] <support@goldbetio.zendesk.com>:

Ні Євгеній,

[Цитируемый текст скрыт]
[Цитируемый текст скрыт]
[00X5YJ-M96WK]

Євгеній Мірошнік <evgenijmirosnik814@gmail.com>
Кому: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>

Сб, 9 мая, 15:51

Hello, It has been three days since I submitted my request, but I still haven't received any updates on its status. While I understand there is a queue, I need to plan my next steps and cannot wait indefinitely. Please let me know exactly what stage my request is at and provide a specific timeframe for when I can expect a final response. I look forward to hearing from you soon.

пт, 8 мая 2026 г., 08:55 Sophia [Support Team] <support@goldbetio.zendesk.com>
[Цитируемый текст скрыт]

Sophia [Support Team] <support@goldbetio.zendesk.com>
Ответить: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>
Кому: Євгеній Мірошнік <evgenijmirosnik814@gmail.com>

Сб, 9 мая, 17:10

Ні Євгеній,

All requests are processed in the order they're received.
Your request is already in our system and will be reviewed shortly. 🕒
Thank you for your patience—we truly appreciate it!

Reply to this email to keep the conversation going.

Цей електронний лист надіслано від Goldbet. Доставлено Zendesk

9 травня 2026 р. о 12:51:28 UTC, користувач Євгеній Мірошнік evgenijmirosnik814@gmail.com написав:

Hello, It has been three days since I submitted my request, but I still haven't received any updates on its status. While I understand there is a queue, I need to plan my next steps and cannot wait indefinitely. Please let me know exactly what stage my request is at and provide a specific timeframe for when I can expect a final response. I look forward to hearing from you soon.

пт, 8 мая 2026 г., 08:55 Sophia [Support Team] <support@goldbetio.zendesk.com>:

[Цитируемый текст скрыт]

[00X5YJ-M96WK]

Євгеній Мірошнік <evgenijmirosnik814@gmail.com>
Кому: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>

Сб, 9 мая, 20:42

Hi there, Thank you for the update. Could you please let me know what the maximum turnaround time is for a request like mine? I would appreciate a rough estimate so I can manage my expectations. Thanks in advance!

сб, 9 мая 2026 г., 17:10 Sophia [Support Team] <support@goldbetio.zendesk.com>:

[Цитируемый текст скрыт]

Olga [Support Team] <support@goldbetio.zendesk.com>
Ответить: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>
Кому: Євгеній Мірошнік <evgenijmirosnik814@gmail.com>

Сб, 9 мая, 20:47

Hi Євгеній,

The matter has already been forwarded to our technical department for further review. As soon as we receive an update regarding your case, we will inform you promptly. We appreciate your patience and understanding while we work to resolve the issue.

Reply to this email to keep the conversation going.

Цей електронний лист надіслано від Goldbet. Доставлено Zendesk

9 травня 2026 р. о 17:43:04 UTC, користувач Євгеній Мірошнік evgenijmirosnik814@gmail.com написав:

Hi there, Thank you for the update. Could you please let me know what the maximum turnaround time is for a request like mine? I would appreciate a rough estimate so I can manage my expectations. Thanks in advance!

сб, 9 мая 2026 г., 17:10 Sophia [Support Team] <support@goldbetio.zendesk.com>:

[Цитируемый текст скрыт]

[00X5YJ-M96WK]

Євгеній Мірошнік <evgenijmirosnik814@gmail.com>
Кому: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>

Сб, 9 мая, 21:19

Thank you for the update. Could you please specify the estimated timeframe for the technical department's review? I would like to know when I can expect the next update at the latest. Thanks

сб, 9 мая 2026 г., 20:47 Olga [Support Team] <support@goldbetio.zendesk.com>:
[Цитируемый текст скрыт]

Sophia [Support Team] <support@goldbetio.zendesk.com>
Ответить: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>
Кому: Евгений Мірошнік <evgenijmirosnik814@gmail.com>

Сб, 9 мая, 21:44

Hi Євгеній,

Your request is under review by the technical department.

To resolve the issue, it is first necessary to identify its source — without this, a solution is not possible. Repeated inquiries do not speed up the process or allow the matter to be resolved more quickly. We appreciate your feedback — you are helping us improve.

Reply to this email to keep the conversation going.

Цей електронний лист надіслано від Goldbet. Доставлено Zendesk

9 травня 2026 р. о 18:20:01 UTC, користувач Євгеній Мірошнік evgenijmirosnik814@gmail.com написав:
Thank you for the update. Could you please specify the estimated timeframe for the technical department's review? I would like to know when I can expect the next update at the latest. Thanks

сб, 9 мая 2026 г., 20:47 Olga [Support Team] <support@goldbetio.zendesk.com>:
[Цитируемый текст скрыт]
[00X5YJ-M96WK]

Євгеній Мірошнік <evgenijmirosnik814@gmail.com>
Кому: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>

Вт, 12 мая, 13:09

Після мого звернення минув тиждень, проблема все ще не вирішена

сб, 9 мая 2026 г., 21:44 Sophia [Support Team] <support@goldbetio.zendesk.com>:
[Цитируемый текст скрыт]

Olga [Support Team] <support@goldbetio.zendesk.com>
Ответить: <support+id00X5YJ-M96WK@goldbetio.zendesk.com>
Кому: Евгений Мірошнік <evgenijmirosnik814@gmail.com>

Вт, 12 мая, 15:01

Hi Євгеній,

All requests are processed in the order they're received.

Your request is already in our system and will be reviewed shortly. 🕒

Thank you for your patience—we truly appreciate it!

Reply to this email to keep the conversation going.

Цей електронний лист надіслано від Goldbet. Доставлено Zendesk

12 травня 2026 р. о 10:10:05 UTC, користувач Євгеній Мірошнік evgenijmirosnik814@gmail.com написав:

Після мого звернення минув тиждень, проблема все ще не вирішена

сб, 9 мая 2026 г., 21:44 Sophia [Support Team] <support@goldbetio.zendesk.com>:
[Цитируемый текст скрыт]
[00X5YJ-M96WK]