

Chat Transcript

Charakatd Started Chat (08/12/2026 15:35:38)

Support Representative Joined the Chat (08/12/2026 15:35:39)

Ryan : Hello, my name is Ryan. I will be assisting you today. (08/12/2026 15:35:49)

Ryan : How may I help you? (08/12/2026 15:36:07)

Charakatd : hi i want to ask something why i have only jeton bank for withdrawal (08/12/2026 15:36:15)

Charakatd : all players for my country only have jeton (08/12/2026 15:36:55)

Charakatd : all players from my country only have jeton (08/12/2026 15:37:35)

Charakatd : ? (08/12/2026 15:37:46)

Ryan : Dear customer, this is the company decision. You can only use the available withdrawal options. We're unable to add or provide any additional withdrawal methods. (08/12/2026 15:38:30)

Charakatd : i ask something (08/12/2026 15:38:51)

Charakatd : greece all have jeton (08/12/2026 15:39:02)

Charakatd : or not ? (08/12/2026 15:39:08)

Charakatd : if i create new account and transfer my winnings maybe i have another withdrawal option (08/12/2026 15:40:19)

Ryan : Unfortunately, we are unable to check this. Please note that you can only use the withdrawal methods available on the Withdrawal page. (08/12/2026 15:40:30)

Ryan : Please note that duplicate accounts are not permitted. (08/12/2026 15:40:38)

Charakatd : you will transfer my winnings (08/12/2026 15:40:42)

Charakatd : if we make a deal (08/12/2026 15:40:54)

Charakatd : we will keep one account by your knowledge (08/12/2026 15:41:15)

Ryan : Dear customer, please note once duplicate accounts are identified and verified, the system will automatically close all duplicate accounts in accordance with our Terms and Conditions. (08/12/2026 15:41:28)

Charakatd : but you need to transfer my winnings (08/12/2026 15:41:42)

Charakatd : so you dont find solutions (08/12/2026 15:41:55)

Ryan : Dear customer, in order to be able to request a withdrawal, you need to make a deposit with the Jeton method. (08/12/2026 15:42:39)

Charakatd : ok i will wait answer from one higher from you (08/12/2026 15:43:00)

Charakatd : make complaint (08/12/2026 15:43:06)

Charakatd : you show me that you cant do anything (08/12/2026 15:43:33)

Ryan : Dear customer, the relevant team confirmed that the deposit should be done with the Jeton method and then request a withdrawal. (08/12/2026 15:44:03)

Charakatd : i find solutions but you dont even think about it (08/12/2026 15:44:10)

Charakatd : i cant (08/12/2026 15:44:25)

Charakatd : does not matter someone else will reply me from the site i made complaint (08/12/2026 15:44:54)

Charakatd : previously you said to me that i cant use jetonbank (08/12/2026 15:45:53)

Charakatd : i dont want to loose money trying to get my winnings (08/12/2026 15:46:21)

Ryan : Dear customer, As I have explained several times, before requesting a withdrawal, you first need to make a deposit using the Jeton method. (08/12/2026 15:47:26)

Charakatd : you dont do your job (08/12/2026 15:47:42)

Ryan : I have informed you of all the necessary information on this topic, and there is no other course of action to be taken, sadly.

In case you don't have any other questions, I'm strongly obliged to close the chat now. Best of luck to you! (08/12/2026 15:47:52)

RyanArchived Chat (08/12/2026 15:47:55)