

[8/14/26, 1:55:00 PM] ****: I can't get ahold of anyone in chat [8/14/26, 1:55:08 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [8/14/26, 1:55:10 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [8/14/26, 1:55:28 PM] ****: **** lucky legends [8/14/26, 2:07:49 PM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with Ellie Garcia (VIP Account Manager) from our VIP Team. [8/14/26, 2:08:00 PM] VIP Concierge: Hello ****! [8/14/26, 2:08:13 PM] VIP Concierge: Please let me know how can I help you? [8/14/26, 2:08:48 PM] ****: I was just checking if all my docs are on file for my withdrawal [8/14/26, 2:09:11 PM] VIP Concierge: Is this for Prism? [8/14/26, 2:09:33 PM] ****: No lucky legends.. isn't it the same group? [8/14/26, 2:09:37 PM] VIP Concierge: I checked the account of Lucky Legends with the username **** and it does not exist [8/14/26, 2:09:50 PM] VIP Concierge: Do you have the correct username? [8/14/26, 2:10:07 PM] ****: zh8wd2mikp [8/14/26, 2:10:11 PM] ****: Try that [8/14/26, 2:10:59 PM] ****: See if you can move it faster too, I've been playing / losing a while I'd love a speedy payout [8/14/26, 2:11:09 PM] VIP Concierge: Thank you, one moment please [8/14/26, 2:12:09 PM] VIP Concierge: I have escalated the documents you submitted for review since the documents team must update the account [8/14/26, 2:12:22 PM] VIP Concierge: The process takes around 24 hours for an update [8/14/26, 2:13:33 PM] VIP Concierge: Once the account is updated and verified you will be able to withdraw [8/14/26, 2:13:36 PM] VIP Concierge: Do you have more questions? [8/14/26, 2:16:34 PM] VIP Concierge: Since I am not receiving any response from you, this chat will be closed. Thank you for contacting Casino Support Center. If you have any other questions please contact us anytime via our Live Chat. Thank you for your time and have a great day. [8/14/26, 6:35:03 PM] ****: Hello [8/14/26, 6:35:08 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [8/14/26, 6:35:12 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [8/14/26, 6:35:24 PM] ****: My withdrawal updated with this message. But I can't get ahold of anyone in the chat [8/14/26, 6:35:28 PM] ****: image omitted [8/14/26, 6:57:17 PM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with Amelia Dubois (VIP Account Manager) from our VIP Team. [8/14/26, 6:57:28 PM] VIP Concierge: Hi ****, This is Amy, how are you doing? [8/14/26, 6:58:03 PM] VIP Concierge: In which casino do you have the withdrawal? [8/14/26, 6:58:13 PM] ****: Lucky legends [8/14/26, 6:58:44 PM] VIP Concierge: Thanks, I will check on it [8/14/26, 6:59:04 PM] ****: zh8wd2mikp [8/14/26, 6:59:10 PM] ****: Says that's my username [8/14/26, 7:02:15 PM] VIP Concierge: Okay, perfect. I'm checking with our Verification Team so they can let us know what's missing or update the account if everything is correct. [8/14/26, 7:02:41 PM] ****: I believe I've been a customer for quite some time. Not sure what more info they need [8/14/26, 7:09:00 PM] VIP Concierge: They informed me that everything is verified [8/14/26, 7:09:26 PM] VIP Concierge: So your withdrawal is good, is just a matter of waiting for the finance team to review it. [8/14/26, 7:09:28 PM] VIP Concierge: May I assist you with anything else? [8/14/26, 7:09:49 PM] ****: All good. The slots are being so nice to me today! [8/14/26, 7:11:41 PM] VIP Concierge: That is amazing to hear, wish you the best of luck! [8/14/26, 7:11:47 PM] VIP Concierge: Thank you so much for playing at Casino Support Center. We really appreciate your loyalty. Have fun, good luck and don't hesitate to come back anytime, we're here for you 24/7. [8/24/26, 8:57:48 AM] ****: Hello, I was wondering how much longer on my withdrawal from 7/14, or whether anything could be done to expedite [8/24/26, 8:57:54 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [8/24/26, 8:57:57 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [8/24/26, 8:58:11 AM] ****: Lucky legends zh8wd2mikp [8/24/26, 9:02:04 AM] VIP

Concierge: Hi ****! You're talking with Matthew Robbins from our VIP Team. [8/24/26, 9:03:03 AM] VIP Concierge: I hope you're well. I'm going to check your account. Give me a moment, please [8/24/26, 9:07:27 AM] VIP Concierge: Thanks for holding [8/24/26, 9:09:10 AM] VIP Concierge: Your withdrawal request was placed on 8/14/2026 for \$2,500. [8/24/26, 9:09:28 AM] VIP Concierge: I'm glad to inform you that your request is within the general time frame for withdrawals. [8/24/26, 9:09:45 AM] VIP Concierge: Today would be the 6th business day since the request for approval was made. [8/24/26, 9:09:48 AM] VIP Concierge: Please take into consideration that our time frames for withdrawals are 7-10 business days to be approved, given we have received all required documents and payment method details have been approved, and we send the funds in approximately 7-10 business days after a withdrawal is approved. [8/24/26, 9:12:15 AM] VIP Concierge: Is there anything else I may help you with? [8/24/26, 9:17:18 AM] VIP Concierge: Have a wonderful day! [8/25/26, 12:23:23 PM] ****: Hello, following up on my withdrawal as it's been 7 days [8/25/26, 12:23:28 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [8/25/26, 12:23:31 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [8/25/26, 12:23:54 PM] ****: Lucky legends zh8wd2mikp [8/25/26, 12:26:33 PM] VIP Concierge: Hi ****! You're talking with Matthew Robbins from our VIP Team. [8/25/26, 12:26:34 PM] VIP Concierge: I hope you're well. I'm going to check your account. Give me a moment, please [8/25/26, 12:31:36 PM] VIP Concierge: Because there has been no response from either parties in over 5 minutes, this chat is set to automatically close in 30 seconds. If you are still here, please respond to continue chatting. [8/25/26, 12:31:55 PM] VIP Concierge: This chat is being closed for inactivity. If you do not feel like this chat was resolved to your satisfaction or if there is something else that we can assist you with, please initiate a new chat. Thank you. [8/27/26, 8:00:28 AM] ****: Hello, I'm checking on my withdrawal [8/27/26, 8:00:32 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [8/27/26, 8:00:35 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [8/27/26, 8:00:47 AM] ****: Lucky legends zh8wd2mikp [8/27/26, 8:01:52 AM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with Ellie Garcia (VIP Account Manager) from our VIP Team. [8/27/26, 8:02:01 AM] VIP Concierge: Hello ****! Let me take a closer look at your account. I'll update you as soon as I have more information. [8/27/26, 8:02:07 AM] ****: Ok [8/27/26, 8:03:01 AM] VIP Concierge: Thank you for waiting [8/27/26, 8:03:18 AM] VIP Concierge: I see the withdrawal was requested on 08/14/26 for \$2500 [8/27/26, 8:03:54 AM] VIP Concierge: Today is the 9th business day for approval [8/27/26, 8:04:10 AM] VIP Concierge: So hopefully you will receive an update soon [8/27/26, 8:04:30 AM] VIP Concierge: If you have any other questions, please feel free to let me know. I will be happy to help. [8/27/26, 8:07:03 AM] VIP Concierge: Since I am not receiving any response from you, this chat will be closed. Thank you for contacting Casino Support Center. If you have any other questions please contact us anytime via our Live Chat. Thank you for your time and have a great day. [8/28/26, 9:49:10 AM] ****: Hello. It's been 10 business days and my withdrawal is still pending [8/28/26, 9:49:15 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [8/28/26, 9:49:19 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [8/28/26, 9:49:21 AM] ****: Lucky legends zh8wd2mikp [8/28/26, 9:49:25 AM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with Ellie Garcia (VIP Account Manager) from our VIP Team. [8/28/26, 9:49:34 AM] VIP Concierge: Hey ****! I'm happy to help. I'm going to pull up your account now and will be back with an update shortly. [8/28/26, 9:51:22 AM] VIP Concierge: Thank you for waiting **** [8/28/26, 9:53:19 AM] VIP Concierge: I see the withdrawal was

requested on 08/14 for \$2500 [8/28/26, 9:53:54 AM] VIP Concierge: I will escalate the withdrawal for approval [8/28/26, 9:55:03 AM] ****: Thanks [8/28/26, 9:56:10 AM] VIP Concierge: Do you have any other requests for me at this moment? [8/28/26, 9:56:12 AM] VIP Concierge: I escalated your withdrawal. This type of request usually takes between 48 and 72 business hours to receive a response. If you don't see an update, please let us know so we can follow up on your case. [8/28/26, 9:57:12 AM] ****: So the real withdrawal approval timeline is 10-13 business days. Seriously? [8/28/26, 9:57:24 AM] ****: I'm sure it'll take another 15 days once approved to get paid too. [8/28/26, 9:57:58 AM] VIP Concierge: I understand your concerns ****, hopefully after the escalation you will receive an update soon [8/28/26, 9:58:00 AM] VIP Concierge: Soon [8/28/26, 9:58:08 AM] VIP Concierge: Do you have more questions/ [8/28/26, 10:00:31 AM] VIP Concierge: Since I am not receiving any response from you, this chat will be closed. Thank you for contacting Casino Support Center. If you have any other questions please contact us anytime via our Live Chat. Thank you for your time and have a great day. [8/29/26, 10:58:19 PM] ****: Hello my withdrawal is over 10 days pending I'm very unhappy [8/29/26, 10:58:25 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [8/29/26, 10:58:28 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [8/29/26, 10:58:28 PM] ****: Lucky legends zh8wd2mikp [8/29/26, 10:58:38 PM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with Susan Wilson (VIP Account Manager) from our VIP Team. [8/29/26, 10:58:45 PM] VIP Concierge: Hello ****, I hope you're having a wonderful day. Please allow me a moment to review your account. [8/29/26, 11:00:16 PM] ****: This is so disappointing I've played loyally for years - haven't won in a long time. And when I finally do, I get lied to about how long it'll take [8/29/26, 11:01:43 PM] ****: I deposit my hard earned money with the expectation that if I win, I will get to have those winnings! [8/29/26, 11:02:21 PM] ****: This needs to be addressed please. [8/29/26, 11:03:31 PM] ****: Such unfair practices. [8/29/26, 11:05:45 PM] VIP Concierge: Thank you for your patience! [8/29/26, 11:06:09 PM] VIP Concierge: I can see that your withdrawal of \$2,500 requested on 8/14/2026 12:30:13 PM EST was already escalated yesterday. You were given a 72 hours timeframe. Could you please come back after the timeframe has passed? [8/29/26, 11:07:49 PM] ****: I was given a 7-10 day time frame. [8/29/26, 11:08:02 PM] ****: Then additional 72 hour time frame. [8/29/26, 11:08:18 PM] ****: Why are you not following your terms?! [8/29/26, 11:08:39 PM] VIP Concierge: ****, today is your 10th business day. [8/29/26, 11:08:48 PM] VIP Concierge: Ideally, all cases follow our timeframes. Unfortunately, there can be delays. To mitigate that, we have protocols, like escalations, to add urgency to a situation and try to get it resolved quickly. [8/29/26, 11:09:03 PM] ****: Friday was my 10th business day. [8/29/26, 11:09:12 PM] VIP Concierge: My team escalated your withdrawal yesterday, even when it was still within our timeframe [8/29/26, 11:09:43 PM] ****: Whatever you can to go get this paid out - I would appreciate. [8/29/26, 11:09:52 PM] VIP Concierge: For the escalation, the timeframe is 24 to 72 hours [8/29/26, 11:10:08 PM] VIP Concierge: My team is still working in your escalation. We do not have an update yet. [8/29/26, 11:10:27 PM] ****: Right, then they're gonna say "okay it's approved please wait 7-10 days" then "please wait 72 hours" after 10 days [8/29/26, 11:11:13 PM] ****: Thanks for your help though. I'll be sure to check in [8/29/26, 11:12:30 PM] VIP Concierge: Sure! In the meantime, do you have any other requests for me at this moment? [8/29/26, 11:14:53 PM] VIP Concierge: Since I am not receiving any response from you, this chat will be closed. Thank you for contacting Casino Support Center. If you have any other questions please contact us anytime via our Live Chat. Thank you for your time and have a great day.

At the end of our chat, you will see a short survey, we would greatly appreciate a minute of your

time to rate the service I provided. Thank you. [8/29/26, 11:15:09 PM] ****: Ok [8/29/26, 11:15:12 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [8/29/26, 11:15:15 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [8/29/26, 11:15:17 PM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with Rick Langenfeld (VIP Account Manager) from our VIP Team. [8/29/26, 11:15:59 PM] VIP Concierge: Hi! How can I help you? [8/29/26, 11:21:02 PM] VIP Concierge: Because there has been no response from either parties in over 5 minutes, this chat is set to automatically close in 30 seconds. If you are still here, please respond to continue chatting. [9/1/26, 8:41:49 AM] ****: My withdrawal is still pending it's been 12 business days [9/1/26, 8:41:55 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/1/26, 8:41:58 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/1/26, 8:42:50 AM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with Luka Harmon from our Live Chat support. [9/1/26, 8:43:04 AM] VIP Concierge: Good morning ****, can you provide me with your username and name of the casino? [9/1/26, 8:43:18 AM] ****: Lucky legends zh8wd2mikip [9/1/26, 8:44:48 AM] VIP Concierge: Thank you for holding. I can see that your withdrawal request for \$1,250.00 was approved on 8/31/2026 6:04:51 AM.

After a withdrawal is approved, we send the funds in approximately 7-10 business days. Once the funds have been sent, the delivery time may vary according to our payment service providers' limitations. [9/1/26, 8:44:59 AM] ****: My withdrawal was \$2500 [9/1/26, 8:46:18 AM] VIP Concierge: Due to limitations, enforced by third-party payment service providers, in some cases, withdrawal requests may be split into multiple installments, each with a separate approval time. The remaining part of the original request will be getting processed shortly after the first installment. Thank you for understanding. [9/1/26, 8:50:37 AM] VIP Concierge: If you have any other questions, please feel free to let me know. I will be happy to help. [9/1/26, 8:55:40 AM] VIP Concierge: Because there has been no response from either parties in over 5 minutes, this chat is set to automatically close in 30 seconds. If you are still here, please respond to continue chatting. [9/1/26, 8:55:58 AM] VIP Concierge: This chat is being closed for inactivity. If you do not feel like this chat was resolved to your satisfaction or if there is something else that we can assist you with, please initiate a new chat. Thank you. [9/1/26, 7:30:10 PM] ****: Hello [9/1/26, 7:30:17 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/1/26, 7:30:19 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/1/26, 7:30:21 PM] ****: Lucky legends zh8wd2mikip [9/1/26, 7:30:58 PM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with August Carter (VIP Account Manager) from our VIP Team. [9/1/26, 7:31:02 PM] VIP Concierge: Hey ****, I hope you're doing well! [9/1/26, 7:31:06 PM] VIP Concierge: Please let me know how I can assist you? [9/1/26, 7:31:10 PM] ****: My withdrawal was broken into two payments. I was wondering if the first may be sped up because I can't wait 7-10 more business days... I really need that money for my sons birthday [9/1/26, 7:31:47 PM] VIP Concierge: It should help, but I will make an escalation to see if they can pay it faster [9/1/26, 7:33:39 PM] VIP Concierge: I made the escalation, Is there anything else I can assist you with today? [9/1/26, 7:33:52 PM] ****: When do you hear back on that? [9/1/26, 7:34:11 PM] VIP Concierge: The escalation will be reviewed within 48-72 hours, so we should receive a response within that timeframe. [9/1/26, 7:34:13 PM] ****: I'm stressed and really need the withdrawal sent [9/1/26, 7:37:34 PM] VIP Concierge: I hope they send it soon. [9/1/26, 7:40:03 PM] VIP Concierge: I just wanted to check if you're still with us. Would you like to continue the chat? I'll be happy to assist you. [9/1/26,

7:42:11 PM] VIP Concierge: Since I haven't received a response from you, I'll be closing this chat for now.

If you have any further questions or need assistance, please feel free to contact us anytime through our Live Chat. Thank you for your time, and I hope you have a wonderful day! [9/2/26, 2:32:57 PM] ****:

Checking to see if my escalation has been reviewed [9/2/26, 2:33:02 PM] VIP

Concierge: Thank you. One of our representatives will be with you shortly. [9/2/26, 2:33:05 PM]

VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/2/26, 2:33:05 PM] ****: Lucky legends zh8wd2mikp

[9/9/26, 9:55:03 AM] ****: Hi I'm checking on my withdrawal request from last month. [9/9/26,

9:55:11 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly.

[9/9/26, 9:55:13 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/9/26, 9:56:37 AM] ****: Lucky

legends zh8wd2mikp [9/9/26, 9:57:08 AM] VIP Concierge: Hi ****! You're talking with Matthew

Robbins from our VIP Team. [9/9/26, 9:57:22 AM] VIP Concierge: I hope you're well. I'm going to

check your account. Give me a moment, please [9/9/26, 9:59:23 AM] VIP Concierge: I can see

you got a withdrawal approved on 8/31/2026 for \$1,250. [9/9/26, 9:59:28 AM] VIP Concierge: I'm

glad to inform you that your request has been acknowledged and is within the general time

frame for withdrawals. [9/9/26, 9:59:33 AM] VIP Concierge: Today would be the 6th business

day since the approval was made. [9/9/26, 9:59:43 AM] VIP Concierge: Please take into

consideration that our time frames for withdrawals are 7-10 business days to be approved,

given we have received all required documents and payment method details have been

approved, and we send the funds in approximately 7-10 business days after a withdrawal is

approved. [9/9/26, 10:00:30 AM] VIP Concierge: Also, please note that withdrawals are

processed one at a time. [9/9/26, 10:00:36 AM] VIP Concierge: So when a withdrawal is

approved, the timeframe for the next request to be reviewed will start, and you could need to

wait the regular time frame, 7-10 business days, for the next one to be approved. [9/9/26,

10:00:38 AM] VIP Concierge: This also applies when a withdrawal is sent. [9/9/26, 10:01:07 AM]

****: They said the next one would be sent "shortly after"... what kind of scam is this [9/9/26,

10:01:39 AM] ****: Why not break it into \$50 payments and take 2 years to pay me haha [9/9/26,

10:02:13 AM] VIP Concierge: I understand your position, ****. I really do [9/9/26, 10:03:29 AM]

VIP Concierge: The already approved funds should be getting sent any day soon. Within the

next few business days. [9/9/26, 10:05:36 AM] VIP Concierge: Is there anything else I may help

you with? [9/9/26, 10:07:32 AM] VIP Concierge: Have a wonderful day! [9/10/26, 2:14:04 PM]

****: Hello [9/10/26, 2:14:08 PM] VIP Concierge: Thank you. One of our representatives will be

with you shortly. [9/10/26, 2:14:11 PM] VIP Concierge: Before finding the best agent to assist

you, please help us expedite things by typing your login, brand and name here: [9/10/26,

2:14:16 PM] ****: Lucky legends zh8wd2mikp [9/10/26, 2:14:57 PM] ****: Tomorrow marks the

10th business day after what should have been my approval date, but approval took more than

10 days.

When will my withdrawal be sent. [9/10/26, 2:15:59 PM] VIP Concierge: Welcome and thank you

for contacting Casino Support Center. You are chatting with Ellie Garcia (VIP Account Manager)

from our VIP Team. [9/10/26, 2:16:08 PM] VIP Concierge: Hi ****! I hope you are doing well. I'll

check your account and get back to you shortly [9/10/26, 2:19:05 PM] VIP Concierge: Thank you

for your patience, and we apologize for the delay. [9/10/26, 2:20:50 PM] VIP Concierge: I see

your withdrawal was requested on 08/31/2026 for \$1250 [9/10/26, 2:21:04 PM] ****: I'm talking

about the one requested 8/14 [9/10/26, 2:22:11 PM] VIP Concierge: Thank you for clarifying

[9/10/26, 2:23:21 PM] VIP Concierge: That withdrawal must be the withdrawal I mentioned

[9/10/26, 2:23:44 PM] VIP Concierge: Since you do not have any pending withdrawal requested

on 08/14 [9/10/26, 2:23:55 PM] VIP Concierge: The pending withdrawal was requested on 08/31 [9/10/26, 2:23:56 PM] ****: I requested 2500 on 8/14 and it was split into two [9/10/26, 2:24:13 PM] VIP Concierge: The other withdrawal was approved for \$1250 [9/10/26, 2:24:33 PM] ****: Right. It's been almost a month. [9/10/26, 2:25:16 PM] ****: This is no way to treat loyal customers [9/10/26, 2:25:24 PM] ****: Send my payout [9/10/26, 2:25:31 PM] ****: I won fair and square [9/10/26, 2:25:32 PM] VIP Concierge: I understand ****, checking some more details [9/10/26, 2:27:45 PM] VIP Concierge: Appreciate your patience here. [9/10/26, 2:28:15 PM] VIP Concierge: Today is the 7th business day after approval; [9/10/26, 2:28:18 PM] VIP Concierge: Approval [9/10/26, 2:28:23 PM] VIP Concierge: Due to limitations, enforced by third-party payment service providers, in some cases, withdrawal requests may be split into multiple installments, each with a separate approval time. The remaining part of the original request will be getting processed shortly after the first installment. Thank you for understanding. [9/10/26, 2:28:41 PM] VIP Concierge: For that reason \$1250 were approved and \$1250 re-requested [9/10/26, 2:29:24 PM] ****: My approval was not provided within 10 days. So the difference needs to be made up. [9/10/26, 2:30:03 PM] ****: I cannot trust I'll even be paid by the 10th day because I have to reach out and get it escalated on the 10th day, then it takes 48-72 hours from then [9/10/26, 2:30:46 PM] ****: You know that's what's going to happen. [9/10/26, 2:31:24 PM] VIP Concierge: I totally understand ****. [9/10/26, 2:32:43 PM] VIP Concierge: Hopefully you will receive an update soon [9/10/26, 2:32:44 PM] ****: Do your bosses realize they're losing customers because of unnecessary process? [9/10/26, 2:32:49 PM] VIP Concierge: Do you have more questions? [9/10/26, 2:34:24 PM] VIP Concierge: [quote=287504905]Do your bosses realize they're losing customers because of unnecessary process?[/quote] I will provide this feedback to them ****. Thank you for your feedback [9/10/26, 2:36:38 PM] VIP Concierge: Since I am not receiving any response from you, this chat will be closed. Thank you for contacting Casino Support Center. If you have any other questions please contact us anytime via our Live Chat. Thank you for your time and have a great day. [9/14/26, 12:00:44 AM] ****: Hello, my pending withdrawal has been so for 10 business days [9/14/26, 12:00:50 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/14/26, 12:00:52 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/14/26, 12:00:55 AM] ****: Lucky legends zh8wd2mikp [9/14/26, 12:01:11 AM] VIP Concierge: Hi, Violet here. [9/14/26, 12:01:19 AM] VIP Concierge: Let me check the account, just a moment. [9/14/26, 12:04:27 AM] VIP Concierge: Last withdrawal was approved on 8/31 for \$1250. [9/14/26, 12:05:27 AM] VIP Concierge: Monday 9/14, is the last business day allowed, if it is not processed during the day check with us on Tuesday, [9/14/26, 12:05:32 AM] VIP Concierge: May I help you with anything else today? [9/14/26, 12:07:40 AM] VIP Concierge: I will close this conversation, have a good one [9/14/26, 11:06:49 AM] ****: My pending withdrawal #31525495 is on its 10th business day and not approved [9/14/26, 11:06:54 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/14/26, 11:06:57 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/14/26, 11:07:04 AM] ****: Lucky legends zh8wd2mikp [9/14/26, 11:08:40 AM] VIP Concierge: Hi ****! You're talking with Matthew Robbins from our VIP Team. [9/14/26, 11:08:43 AM] VIP Concierge: I hope you're well. I'm going to check your account. Give me a moment, please [9/14/26, 11:13:15 AM] VIP Concierge: I'll escalate the withdrawal for payout. I'll be right back. [9/14/26, 11:15:18 AM] VIP Concierge: I put in the request for escalation! [9/14/26, 11:15:22 AM] VIP Concierge: Since today is the 10th business day after the approval, we should receive news between today and tomorrow. [9/14/26, 11:15:28 AM] VIP Concierge: If not, please keep in mind that escalations take from 24 to 72 hours to be reviewed by the corresponding team. [9/14/26,

11:15:28 AM] VIP Concierge: For your reference, the team works on escalations from Monday to Friday, within business hours. [9/14/26, 11:17:04 AM] VIP Concierge: Is there anything else I may help you with? [9/14/26, 11:20:00 AM] VIP Concierge: Have a wonderful day! [9/15/26, 8:29:11 AM] ****: Hello it's been over a month on my withdrawal [9/15/26, 8:29:15 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/15/26, 8:29:19 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/15/26, 8:29:22 AM] ****: Lucky legends zh8wd2mikp [9/15/26, 8:30:01 AM] VIP Concierge: Hi ****! You're talking with Matthew Robbins from our VIP Team. [9/15/26, 8:30:40 AM] VIP Concierge: I placed an escalation yesterday for the funds to be sent out. [9/15/26, 8:30:57 AM] VIP Concierge: We should be getting news about the payment within the next few days. [9/15/26, 8:32:14 AM] ****: I was told 7-10 business days. It's been longer than that. [9/15/26, 8:32:43 AM] VIP Concierge: Ideally, all cases follow our timeframes. [9/15/26, 8:32:48 AM] VIP Concierge: Unfortunately, there can be delays. [9/15/26, 8:32:51 AM] VIP Concierge: To mitigate that, we have protocols, like escalations, to add urgency to a situation and try to get it resolved quickly. [9/15/26, 8:33:11 AM] VIP Concierge: The team in charge has been notified about the case, and they are working on it. [9/15/26, 8:33:52 AM] VIP Concierge: I understand patience is hard in your position, ****. It shouldn't be long before the funds are sent to you. [9/15/26, 8:36:26 AM] ****: These casinos have to be a front or something, there's no way whoever runs this business is actually trying to operate a casino [9/15/26, 8:38:10 AM] VIP Concierge: I understand where you're coming from, ****. [9/15/26, 8:38:32 AM] VIP Concierge: Right now, we just need to allow some more time for the funds to be sent. [9/15/26, 8:38:35 AM] VIP Concierge: Is there anything else I may help you with? [9/15/26, 8:42:22 AM] VIP Concierge: Have a wonderful day! [9/16/26, 3:56:58 AM] ****: I'm going to write to the FL attorney general [9/16/26, 3:57:01 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/16/26, 3:57:05 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/16/26, 3:57:28 AM] VIP Concierge: Hi, Violet here [9/16/26, 3:58:27 AM] ****: Lucky legends zh8wd2mikp [9/16/26, 3:58:46 AM] VIP Concierge: I'm sorry to hear that, but I can assure you it is not necessary, I'm happy to assist you if you explain me a bit what is the issue [9/16/26, 3:59:01 AM] VIP Concierge: Let me open the account, and what do you need? [9/16/26, 4:00:21 AM] ****: I need the payout that is overdue [9/16/26, 4:02:27 AM] VIP Concierge: Withdrawal was approved on 8/31 for \$1250, and since it is out the time frame recently escalated [9/16/26, 4:03:29 AM] VIP Concierge: After an escalation is done you should see updates in the following 48 - 72 hours. [9/16/26, 4:04:00 AM] VIP Concierge: It is within this time, so the team should be working on your withdrawal, no new updates at the moment. [9/16/26, 4:05:25 AM] VIP Concierge: Still with me? [9/16/26, 4:07:59 AM] VIP Concierge: I will close this conversation, have a good one. [9/16/26, 11:06:17 PM] ****: Please provide an email contact for management. [9/16/26, 11:06:23 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/16/26, 11:06:26 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/16/26, 11:06:41 PM] ****: Please provide an email contact for management. [9/16/26, 11:07:21 PM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with August Carter (VIP Account Manager) from our VIP Team. [9/16/26, 11:07:25 PM] VIP Concierge: Hey ****, I hope you're doing well! [9/16/26, 11:07:54 PM] VIP Concierge: For which casino? [9/16/26, 11:09:08 PM] ****: Lucky Legends. I'm going to be submitting my written complaint to the Florida attorney general in the morning and need to CC management. [9/16/26, 11:09:54 PM] VIP Concierge: This is the email: help@luckylegends.com [9/16/26, 11:10:25 PM] ****: That won't suffice. I need it to direct to management [9/16/26,

11:10:45 PM] VIP Concierge: That's the email you need to use ****, there is no other email [9/16/26, 11:12:11 PM] ****: Thanks [9/16/26, 11:12:27 PM] VIP Concierge: Yn [9/16/26, 11:12:28 PM] VIP Concierge: You're very welcome! I'm happy to help. [9/16/26, 11:12:29 PM] VIP Concierge: It was my pleasure assisting you today. Thank you for your time, and I hope you have a wonderful night! [9/16/26, 11:12:30 PM] VIP Concierge: Thank you so much for playing with Casino Support Center! We truly appreciate your loyalty and continued support. We wish you the best of luck and hope you have a wonderful time!

If you ever need any assistance, please don't hesitate to reach out. We're here for you 24/7. Have a great day! [9/16/26, 11:13:27 PM] ****: /download transcript [9/16/26, 11:21:22 PM] ****: CDS ticket number XBMRA [9/16/26, 11:21:27 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/16/26, 11:21:30 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/17/26, 7:06:16 AM] ****: Status of withdrawal [9/17/26, 7:06:21 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/17/26, 7:06:24 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/17/26, 7:06:35 AM] ****: Lucky legends zh8wd2mikip [9/17/26, 7:06:45 AM] VIP Concierge: Hi, Violet here [9/17/26, 7:06:59 AM] ****: Hello again [9/17/26, 7:07:14 AM] VIP Concierge: Let me check the account [9/17/26, 7:10:04 AM] VIP Concierge: Thanks for holding, last withdrawal was approved on 8/31 for \$1250 [9/17/26, 7:10:46 AM] VIP Concierge: Since it was out the time frame, recently escalated, no new updates since the escalation, but you should see updates soon. documents seem fine [9/17/26, 7:10:50 AM] VIP Concierge: May I help you with anything else today? [9/17/26, 7:12:40 AM] VIP Concierge: I will close this conversation, have a good one [9/17/26, 11:47:33 AM] ****: It's been 72.5 hours since my withdrawal request was escalated, and 13 business days since originally approved. I was told on Monday I would receive an update that day or the next (Tuesday)... this is becoming extremely frustrating! [9/17/26, 11:47:40 AM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/17/26, 11:47:43 AM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/17/26, 11:47:49 AM] ****: Lucky legends zh8wd2mikip [9/17/26, 11:48:11 AM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with Luka Harmon from our Live Chat support. [9/17/26, 11:48:18 AM] VIP Concierge: Good morning ****, please allow me a moment to check your account. [9/17/26, 11:49:44 AM] ****: I want to know specifically where this payout is... I've been told "soon" for almost a week. [9/17/26, 11:50:33 AM] ****: I've deposited thousands with this casino and then finally win, and feel like I'm being punished. Not cool at all. [9/17/26, 11:52:12 AM] VIP Concierge: Thank you for holding. The annotations on the account show that your withdrawal for \$1,250 was already escalated on 9/14/2026 11:15:03 AM . The department in charge appears to have received this escalation and are currently working on forwarding these funds to our payment service providers [9/17/26, 11:52:14 AM] VIP Concierge: Your request is still being handled by the appropriate team, and as soon as the review has been completed or any new information becomes available, you'll be notified accordingly. We appreciate your continued patience while the process is finalized. [9/17/26, 11:54:49 AM] VIP Concierge: If you have any other questions, please feel free to let me know. I will be happy to help. [9/17/26, 11:56:01 AM] ****: So regarding the other \$1250 that's been pending approval since 8/31... can that be approved so we can start this lengthy process for that one? It's been 13 business days pending approval. [9/17/26, 11:57:07 AM] VIP Concierge: I completely understand why it feels frustrating to hear a similar update again. I want to assure you that your escalation is being actively handled, and this time it has been prioritized for review. We are closely monitoring the process to make sure your funds

are delivered as quickly as possible. I truly appreciate your patience while we work to resolve this for you [9/17/26, 12:02:13PM] VIP Concierge: Because there has been no response from either parties in over 5 minutes, this chat is set to automatically close in 30 seconds. If you are still here, please respond to continue chatting. [9/17/26, 12:02:27 PM] VIP Concierge: This chat is being closed for inactivity. If you do not feel like this chat was resolved to your satisfaction or if there is something else that we can assist you with, please initiate a new chat. Thank you. [9/17/26, 12:02:38 PM] VIP Concierge: Is there anything else I can help you with? [9/17/26, 12:05:33 PM] VIP Concierge: Thank you so much for playing at Casino Support Center. We really appreciate your loyalty. Have fun, good luck and don't hesitate to come back anytime, we're here for you 24/7. At the end of our chat, you will see a short survey, we would greatly appreciate a minute of your time to rate the service I provided. Thank you. [9/17/26, 2:50:19 PM] ****: Hello [9/17/26, 2:50:27 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/17/26, 2:50:29 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/17/26, 2:50:46 PM] ****: Lucky legends zh8wd2mikp [9/17/26, 2:50:54 PM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with Ellie Garcia (VIP Account Manager) from our VIP Team. [9/17/26, 2:51:06 PM] ****: I got an email saying Coinbase wallets aren't allowed for withdrawal? [9/17/26, 2:51:25 PM] VIP Concierge: Hello ****! Checking your account to help you [9/17/26, 2:51:40 PM] ****: <https://www.luckylegends.com/bitcoin-guide/> [9/17/26, 2:51:55 PM] ****: Your website literally says to sign up for Coinbase, and I've always withdrawn via Coinbase. [9/17/26, 2:52:35 PM] ****: Anyways please tell me which wallet provider you accept. [9/17/26, 2:52:37 PM] VIP Concierge: Thank you for your patience, and we apologize for the delay. [9/17/26, 2:52:47 PM] VIP Concierge: Yes, I understand your concerns **** [9/17/26, 2:53:14 PM] VIP Concierge: However this is a new update, because the casino had issues paying to the player using Coinbase [9/17/26, 2:55:49 PM] VIP Concierge: We need an alternative wallet address and provider [9/17/26, 2:55:53 PM] VIP Concierge: The casino recommends [9/17/26, 2:56:01 PM] VIP Concierge: Exodus ,Kraken, Trustwallet, or Trezor. [9/17/26, 2:56:04 PM] ****: I'm grabbing one [9/17/26, 2:56:07 PM] ****: Gemini ok? [9/17/26, 2:56:14 PM] VIP Concierge: You can send them to documents@luckylegends.com [9/17/26, 2:56:43 PM] VIP Concierge: No, Gemini is not supported [9/17/26, 2:57:48 PM] VIP Concierge: Once you have sent the information, please contact us [9/17/26, 2:57:55 PM] VIP Concierge: Do you have more questions? [9/17/26, 2:59:55 PM] VIP Concierge: Since I am not receiving any response from you, this chat will be closed. Thank you for contacting Casino Support Center. If you have any other questions please contact us anytime via our Live Chat. Thank you for your time and have a great day. [9/17/26, 3:05:48 PM] ****: Hello [9/17/26, 3:05:53 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/17/26, 3:05:55 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/17/26, 3:05:56 PM] ****: Lucky legends zh8wd2mikp [9/17/26, 3:06:21 PM] ****: I sent my exodus BTC address information to the documents email as instructed. [9/17/26, 3:10:47 PM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with Ellie Garcia (VIP Account Manager) from our VIP Team. [9/17/26, 3:10:54 PM] VIP Concierge: Hey ****! I'm happy to help. I'm going to pull up your account now and will be back with an update shortly. [9/17/26, 3:12:15 PM] VIP Concierge: Thank you for your patience, and we apologize for the delay. [9/17/26, 3:15:10 PM] VIP Concierge: Thank you for your patience, and we apologize for the delay. [9/17/26, 3:15:24 PM] VIP Concierge: Did you receive a reference number? [9/17/26, 3:15:56 PM] ****: 155900379 [9/17/26, 3:16:08 PM] VIP Concierge: Thank you **** [9/17/26, 3:16:55 PM] VIP Concierge: I have contacted my team to

check the new documents received. This process can take around 24 hours, so if they need something else from you, we will contact you via email. Also, if you do not receive a new email, it means the documents were accepted. Is that ok for you? [9/17/26, 3:18:21 PM] ****: I mean does it matter what's ok for me? More waiting. Not thrilled or surprised. [9/17/26, 3:19:11 PM] VIP Concierge: I understand Alez [9/17/26, 3:19:24 PM] ****: Honestly I was expecting you to say it would be 48-72 business hours though. [9/17/26, 3:19:56 PM] VIP Concierge: Thank you for your feedback [9/17/26, 3:20:05 PM] VIP Concierge: Do you have more questions? [9/17/26, 3:22:31 PM] VIP Concierge: Since I am not receiving any response from you, this chat will be closed. Thank you for contacting Casino Support Center. If you have any other questions please contact us anytime via our Live Chat. Thank you for your time and have a great day. [9/17/26, 9:24:40 PM] ****: Checking to see if there are any updates/notes pertaining to my severely overdue withdrawal [9/17/26, 9:24:45 PM] VIP Concierge: Thank you. One of our representatives will be with you shortly. [9/17/26, 9:24:47 PM] VIP Concierge: Before finding the best agent to assist you, please help us expedite things by typing your login, brand and name here: [9/17/26, 9:24:49 PM] ****: Lucky legends zh8wd2mikp [9/17/26, 9:31:35 PM] ****: Lucky legends zh8wd2mikp [9/17/26, 9:37:17 PM] VIP Concierge: Welcome and thank you for contacting Casino Support Center. You are chatting with August Carter (VIP Account Manager) from our VIP Team. [9/17/26, 9:37:19 PM] VIP Concierge: Hey ****, I hope you're doing well! [9/17/26, 9:38:10 PM] VIP Concierge: Unfortunately, there are no updates right now, but I can see there is an escalation going on for it right now, There has been a high volume of transactions, which has caused delays in processing payment requests. We sincerely apologize for the inconvenience. Our team is working hard to improve our processing times and get payments completed as quickly as possible. Thank you for your patience and understanding. [9/17/26, 9:38:53Formatted Text Transcripts/Trimmed Text] ****: I'll be spending between now and when there is an update writing about my experience all over the internet. [9/17/26, 9:40:22 PM] ****: Genuinely curious if this business do the same song and dance with your paycheck.
It's like this place is run by Donald Trump