



Geldon Shehu <hyper33king@gmail.com>

Your appeal.

2 messages

Support Megarich <support@megarich.com>
To: hyper33king@gmail.com

Wed, Sep 30, 2026 at 3:16 PM

**Dear Geldon Shehu,****Thank you for contacting our Support Service!**

We have carefully reviewed your position and understand your wish to close your account, as well as your concerns.

We fully understand your situation and, under no circumstances, are we requiring you to use the funds available in your account or continue playing. You are not obliged to perform any gaming activity.

At the same time, according to our account closure procedure, the account cannot be closed while there is a positive real-money balance. This is a standard requirement that we are unable to bypass.

If you wish to withdraw the remaining funds from your account, please log in and submit a withdrawal request for your available balance. Once the withdrawal has been successfully processed and your real-money balance reaches zero, we will be able to proceed with the account closure procedure.

If you need any assistance with submitting the withdrawal request or experience any difficulties logging into your account, our Support Team is here to help. Please let us know.

If you have any questions, we will be happy to help you by Live Chat or Email.
support@megarich.com

With respect,

Megarich Support Service

Geldon Shehu <hyper33king@gmail.com>
To: Support Megarich <support@megarich.com>

Mon, Oct 5, 2026 at 10:52 AM

Dear Megarich Support,

Please, I am begging you. Read this and really listen to me.

I cannot gamble anymore. For me this is life and death. I have lost so much already, my money, my peace, my family is suffering because of me. I am ashamed every single day.

You keep telling me to log in. But you don't understand what that means for me. If I open your website I will gamble. I know it. The games, the colours, the balance on my screen, I cannot resist it. I have tried so many times and I always lose control. That is my addiction.

I am not asking you to close my account today. I am asking you to self-exclude me. Now. Block me so I cannot play anymore, even if I try. Keep my money frozen on the account, and then help me get it paid out without putting me in front of the games again.

I have asked you for help again and again. I went to LCB and to an ADR because I didn't know what else to do. I don't want to fight with you. I just want to be safe and I want my money for my family.

Please protect me from myself. Self-exclude me today and tell me in writing that it is done.

Geldon Shehu

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