



Geldon Shehu <hyper33king@gmail.com>

Your appeal.

2 messages

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

Wed, Sep 30, 2026 at 10:39 AM

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

Your request regarding the closure of your account will be processed accordingly. Please note that, before the account can be permanently closed, any remaining balance must first be used or withdrawn from the account.

Once the balance has been fully used or withdrawn, the account closure request can be completed.

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>

Wed, Sep 30, 2026 at 11:30 AM

Dear Megarich Support,

Thank you for your reply.

I am sorry to see that you are once again telling me that my balance must first be "used or withdrawn". I have explained to you several times that I have a serious gambling problem, that I am scared to log in, and that "using" the balance means gambling. I cannot and will not do that.

Because we are not able to find a solution together, I have now asked an independent ADR (Alternative Dispute Resolution) service to help me with this case, in addition to my complaint on the LCB forum. I will share all our e-mails with them, including your repeated advice to use the balance.

I still prefer to solve this directly with you. My request remains the same:

1. Process the withdrawal of my full balance from your side, with any verification by e-mail; or

2. Block all gaming and deposits on my account first and confirm this to me in writing, so that I can safely log in only to request the withdrawal.

After that, please close my account permanently and self-exclude me.

Please forward this e-mail to your Responsible Gambling and Compliance teams.

Kind regards,

Geldon Shehu

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