



Geldon Shehu <hyper33king@gmail.com>

Your appeal.

2 messages

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

Sun, Sep 27, 2026 at 11:56 AM

**Dear Geldon Shehu,****Thank you for contacting our Support Service!****We are very sorry that you are feeling this way. Unfortunately, we cannot process a withdrawal for you from our end. You will need to submit a withdrawal request yourself via your account or use the available funds.****Once the funds have been withdrawn or used, we will be able to close your account upon your request.**

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>

Tue, Sep 29, 2026 at 8:08 PM

Dear Megarich Support,

Thank you for your reply, but I am shocked by it.

I have told you clearly that I have a serious gambling problem, that I cannot control myself when I log in to a casino, and that I do not want to gamble anymore. Your answer is that I should log in myself or "use the available funds". For someone with a gambling addiction, using the available funds means gambling. You are telling a player who asked you for help with his addiction to go and play.

My gambling problem is too much for me. I cannot handle this anymore. My family is hungry and I cannot buy food for them. The money on my account is the only money I have left, and I will not risk losing it by logging in and being pulled back into gambling.

I therefore ask you again, and this time I ask that this e-mail is forwarded to your Responsible Gambling team and your Compliance department:

1. Block my account immediately so that no further play or deposits are possible.
2. Refund my full remaining balance to me by processing the withdrawal from your side. If you need a copy of my identity document for this, please ask me by e-mail and I will send it straight away.
3. Close my account permanently and self-exclude me once the refund has been made.

Other casinos I asked for help have closed my account because of my gambling addiction and arranged the payout of my balance without asking me to log in. There is no reason why Megarich cannot do the same.

If you continue to refuse and keep asking me to log in or use my funds, I will file a formal complaint with your licensing authority about the way my request for help with my gambling addiction has been handled.

Please confirm in writing that my account has been blocked, and tell me the exact balance and the date on which it will be refunded.

Kind regards,

Geldon Shehu

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