

Conversation with Customer support  
Started on March 12, 2025 at 06:09 PM UTC time UTC (GMT+0000)

--- March 12, 2025 ---

06:09 PM | Swarup: English

06:10 PM | Maria: Hi there! 𑀓𑀕𑀲 Welcome to our support chat!

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I'm here to help you with any questions you have. Please select a topic from the options below to get started. 𑀓𑀕𑀲

06:10 PM | Swarup: Live casino 𑀓𑀕𑀲𑀓𑀕𑀲𑀓𑀕𑀲𑀓𑀕𑀲𑀓𑀕𑀲

06:10 PM | Swarup: Unblock chat

06:10 PM | Maria: Please be aware that the use of vulgar language in the Livecasino chat is not allowed, as it goes against our community guidelines. We kindly ask for your cooperation in maintaining a respectful environment to avoid any inconvenience, including having your chat blocked.

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To assist you in unblocking your chat, please provide the name of the game you're referring to.

06:10 PM | Swarup: It is seen that the withdrawal if 10230 bdt is processed but I didn't get my money yet

06:11 PM | Khalid from Customer support: Hello Sir, thank you for contacting the Parimatch Live customer care team. We'll be there with you very shortly. Kindly share your issue so that we can assist you further

06:11 PM | Swarup: It is seen that the withdrawal if 10230 bdt is processed but I didn't get my money yet

06:13 PM | Khalid from Customer support: Dear customer, if you do not have your money in your wallet, please send us a statement from your bKash customer care. You must provide us with the appropriate statement. You must provide us with a statement of your transactions from the date of your withdrawal until the current date. Your statement must be in PDF format. Please contact your bKash online customer care to send the statement so that I can send it to the billing team for checking.

06:14 PM | Swarup: Ok I am sending you now

06:14 PM | Swarup: Please wait

06:17 PM | Khalid from Customer support: Please let me know if you are still active in the chat. We'll keep watch for you. Please provide us with the details we need in order to help you.

06:18 PM | Swarup: [Attachment: "Customer-App-Statement-05d18394-ff6e-11ef-abcb-53cd65dd3a15-2025-03-13-00-16-02.pdf"]

06:21 PM | Khalid from Customer support: Sir, Kindly give me statement's password so that I can assist you further.

06:25 PM | Khalid from Customer support: Please let me know if you are still active in the chat. We'll keep watch for you. Please provide us with the details we need in order to help you.

06:28 PM | Swarup: 01812811141

06:31 PM | Khalid from Customer support: Dear Sir, your request has been approved and forwarded to the payment system for review.

We are currently waiting for their response, but please note that it may take some time to check the information thoroughly. We'll inform you as soon as we have any updates regarding your inquiry.

Please be patient and feel free to get in touch with us later to discuss this request.

We apologize for any inconvenience this may have caused. Rest assured, you will receive your money very soon.

06:31 PM | Khalid from Customer support: Do you have any other issues you require our assistance with? 鈹 We are here to help you with any additional queries you may have. 鈹 鈹

06:32 PM | Swarup: Ok I am waiting...how much time needed?

06:33 PM | Khalid from Customer support: Dear customer, we assure you that your trust is safe with us. Our payment department experts are working diligently to resolve any issues and are doing everything possible to minimize any inconvenience. We apologize for any temporary inconvenience.

06:35 PM | Swarup: Ok

06:37 PM | Khalid from Customer support: We 鈹 鈹 e forwarded your issue to the appropriate team, and they 鈹 鈹 e on it. It may take up to 24 hours to resolve, and we will keep you posted until the issue is resolved.

06:38 PM | Swarup: 24 hours is huge I already waited 48 hours

06:42 PM | Khalid from Customer support: Customer, we are sincerely sorry for your problem. We understand your frustration and our experts are doing their best to find a solution for you. Please be patient and wait.

06:49 PM | Swarup: Ok

06:50 PM | Khalid from Customer support: Sir, thank you so much for understanding and for being there for us.

--- March 13, 2025 ---

06:50 AM | Swarup: What's the update on my withdrawal

06:52 AM | Sumiya from Customer support: Sir, we are really sorry for the inconvenience that you are facing right now. Sir, you may know we already notified you that we may need 24 hours to get the solution of your issue. Our expert team are trying to solve your problem as early as possible within the mentioned timeframe with full dedication.

Sir, we can see almost 12 hours has been passed from the mentioned timeframe, so if you just consider us few 12 hours then we will be able to give you a exact solution for your issue. Hope you understand this.

12:53 PM | Swarup: What's the update on my e

12:54 PM | Swarup: Withdrawal

12:56 PM | Sumiya from Customer support: Sir, we are really sorry for the inconvenience that you are facing right now. Sir, you may know we already notified you that we may need 24 hours to get the solution of your issue. Our expert team are trying to solve your problem as early as possible within the mentioned timeframe with full dedication.

Sir, we can see almost 18 hours has been passed from the mentioned timeframe, so if you just consider us few 6 hours then we will be able to give you a exact solution for your issue. Hope you understand this.

07:32 PM | Swarup: What's the update on my withdrawal

07:34 PM | Swarup: What's the update on my withdrawal  
1:32 am

07:34 PM | Swarup: What's the update on my withdrawal  
1:32 am

07:36 PM | Khalid from Customer support: Thank you sir, for your valuable time and for assisting me. I am sincerely sorry for your problem. But there is still no update. We are unable to provide you with a specific timeframe as there is currently communication going on between the bank and providers. As soon as they conduct a thorough investigation and give us a specific timeframe, we will inform you. Your payment is currently being checked. When we receive an update from the payment system, we will report it to you. Until then, we have been instructed to ask you to wait based on the information we have received so far.

07:41 PM | Swarup: It's frustrating and it ur system needs to upgrade ...as the concern persons are totally unfit. It is nearly about 80 hours have been passed.

07:46 PM | Khalid from Customer support: I assure you that we will take immediate action to resolve your concerns. We will investigate the technical issue to identify the root cause so that none of our customers have to go through it.

-- March 14, 2025 --

04:31 AM | Swarup: What's the update?

04:32 AM | Nazmun from Customer support: Sir, we see that almost 9 - hours have passed since the mentioned deadline, so if you consider us for some more 15 hours, we will be able to give you the right solution to your problem.

Hope you understand this and will be with us for the rest of the waiting time.

05:20 AM | Swarup: No mentioned deadline already passed

05:21 AM | Swarup: You ask for 24 hours that has already been passed

05:22 AM | Nazmun from Customer support: Sir, we see that almost 10 - hours have passed since the mentioned deadline, so if you consider us for some more 14 hours, we will be able to give you the right solution to your problem.

Hope you understand this and will be with us for the rest of the waiting time.

05:23 AM | Swarup: [Image "Screenshot\_2025-03-14-11-22-56-227\_com\_android\_chrome.jpg?expires=1773688500&signature=eb4ced0715d9502ee75694b8d6dc2dc0b150b6affd6be88fde46742a128d50df&req=dSQIFMI%2BmoNZUfMW1HO4zc%2BApQJiBCViRYm6UniG2cl4QF6fRb9piVHrKa%2FH%0A1rvU6swjBu%2Fm05Katzk%3D%0A"]



lot of our clients. We have spoken to the payment provider and continuously keep following up with them (indirectly as our billing department does this) and we have been informed recently that the payment provider is processing requests for all the transactions and your request is in their queue and will be resolved once it progresses in the queue order. We do apologize for this inconvenience but do kindly advise you to wait as this may take some time.

08:09 PM | Swarup: Will it solved it by today?

08:10 PM | Tariful from Customer support: We have forwarded your issue to the solution team, and they are working on a solution. We need some more time .The issue may take up to 24 hours to resolve, and we will keep you updated until the issue is fully resolved.

08:11 PM | Swarup: How many 24 hours do u need ?

08:12 PM | Swarup: All of u are saying 24 hours but several 24 hours passed.

08:12 PM | Tariful from Customer support: We understand your frustration, but we currently do not have a timeframe for this process. Please do rest assured that our billing department is following up with the payment provider. You will receive your funds soon, but we kindly advise you to wait as our billing department needs some more time to process your request.

08:12 PM | Swarup: U gave assurance that all problem will be solved by yesterday.

08:13 PM | Swarup: Why do u give false confirmation.?

08:14 PM | Swarup: Now I need exact time frame

08:14 PM | Swarup: Already 5 days passed.

08:14 PM | Swarup: This is totally unprofessional

08:15 PM | Tariful from Customer support: We have forwarded your issue to the solution team, and they are working on a solution. We need some more time .The issue may take up to 24 hours to resolve, and we will keep you updated until the issue is fully resolved.

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08:15 PM | Swarup: As I give proof that my fund is not transferred...then u should have done it instantly

08:16 PM | Swarup: From 3 days ago you are saying need 24 hours. Is 24 hours not finished?

08:18 PM | Swarup: If u can't do anything then bring some one who can give exact timeframe

08:18 PM | Swarup: I have been listening same bullshit for 5 days

08:19 PM | Swarup: This is minor issue

08:19 PM | Swarup: As I gave proof then why is the delay?

08:20 PM | Tariful from Customer support: We also understand that you need the funds for personal reasons, but please do note that we are taking this issue seriously as it is affecting a lot of our clients. We have spoken to the payment provider and continuously keep following up with them (indirectly as our billing department does this) and we have been informed recently that the payment provider is processing requests for all the transactions and your request is in their queue and will be resolved once it progresses in the queue order. We do apologize for this inconvenience but do kindly advise you to wait as this may take some time.

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08:21 PM | Swarup: Now give me exact timeframe...how long should I wait and the fund transfer will happen In between

08:28 PM | Tariful from Customer support: We 鈇 forwarded your issue to the appropriate team, and they 鈇 on it. It may take up to 24 hours to resolve, and we will keep you posted until the issue is resolved.

--- March 15, 2025 ---

07:03 PM | Swarup: What about my withdrawal update?

07:09 PM | Imran from Customer support: We acknowledge your dissatisfaction, however, we are unable to provide a specific timeline for this procedure at present. Please be assured that our billing department is diligently pursuing the matter with the payment provider. Your funds will be disbursed in due course, but we respectfully suggest that you exercise patience as our billing department requires additional time to complete the processing of your request.

07:12 PM | Swarup: Then why all of you are saying 24 hours needed to solve the problem?

07:12 PM | Swarup: This is too much unprofessional

07:13 PM | Swarup: There is no company like you take these amounts of time to solve this problem.

07:13 PM | Imran from Customer support: Dear Sir, I would like to inform you that I have already consulted with our team of experts. They are currently awaiting the necessary update to our payment systems in order to provide a deadline for resolving your issue. We kindly request your patience and assure you that our experts will promptly update you once they receive a response from the payment department. Thank you for your understanding and cooperation.

07:15 PM | Swarup: Then give me possible timeline.

07:20 PM | Imran from Customer support: Sir we apologize for this inconvenience caused, but we kindly advise you to wait as our billing department is awaiting a response from the payment provider and their response times are erratic. You will definitely receive an update on the funds once our billing department receives new information from the payment provider.

--- March 18, 2025 ---

12:16 PM | Swarup: What's the update on my withdrawal?

12:26 PM | Sumiya from Customer support: Sorry for your trouble sir, we can not assure you any specific time frame, as It's not in our hand, It actually depends on the procedure, as our experts department are already hardly working on such cases, we request you to keep patience and allow this deposit to be processed.

01:27 PM | Swarup: What's the procedure?

01:27 PM | Swarup: I already gave proof

01:27 PM | Swarup: How many days required for such a silly matter

01:27 PM | Swarup: It's totally unprofessional

01:28 PM | Swarup: Give me specific update now.

01:28 PM | Swarup: I want to what are procedures.

01:29 PM | Swarup: I already submitted proof.

01:29 PM | Swarup: And u saw the proof is right

01:29 PM | Swarup: Then why this delay?

01:29 PM | Swarup: Is this some kind of joke.

01:30 PM | Swarup: Don't talk rubbish again mind it.

01:30 PM | Swarup: If you don't know anything then get me ur boss or higher official.

01:55 PM | Sumiya from Customer support: Sir, we apologize for your trouble! Please be patient for some time, your problem has been sent to our experts to solve it. If no deposit has been credited to your account after a few hours, you are kindly requested to contact us again. Next update will be communicated to you then. Thanks

02:15 PM | Swarup: Ok

02:17 PM | Tariful from Customer support: I sincerely apologize for this inconvenience and appreciate your patience and cooperation.

--- March 19, 2025 ---

11:15 AM | Swarup: What's the update...no deposit credited yet

11:18 AM | Towfiqur from Customer support: Our payment department is still processing your issue; we apologize for the delay. Please allow us some more time, as the billing department may need some more time to complete the processing. We appreciate your patience and cooperation. We really apologize for the trouble.

11:21 AM | Swarup: Yesterday u said it is going to be credited

11:21 AM | Swarup: Now u r giving another statement

11:22 AM | Towfiqur from Customer support: We apologize for this inconvenience caused, but we kindly advise you to wait as our billing department is awaiting a response from the payment provider and their response times are erratic. You will definitely receive an update on the funds once our billing department receives new information from the payment provider.

11:27 AM | Swarup: I am listening same for few days

11:27 AM | Swarup: Don't talk rubbish again

11:27 AM | Swarup: It's a minor issue and I already gave proof

11:28 AM | Swarup: Why taking so much time I can't understand

11:28 AM | Swarup: If you can't handle or don't know anything then get me ur superior boss

11:52 AM | Towfiqur from Customer support: Dear Customer, your request was successfully accepted by our specialized department, which sent it to the payment system for

consideration.

For now, we expect a response from them. It will take some time to check the information. As soon as we receive any information about your question, we will share it with you.  
We appreciate your patience.

We apologize for any inconvenience caused.

--- March 20, 2025 ---

02:01 AM | Swarup: What's is update?

02:01 AM | Swarup: My money has not been credited yet

02:02 AM | Lamia from Customer support: Sir, we apologize for your trouble! Please, be patient for some time, your problem has been sent to our experts to solve it. If no deposit has been credited to your account after a few hours, you are kindly requested to contact us again. Next update will be communicated to you then. Thanks

02:19 AM | Swarup: Same thing u said 3 days ago

02:20 AM | Swarup: Still no credit occurs

02:20 AM | Swarup: So don't talk this bullshit again

02:20 AM | Swarup: Just credit my money now

02:21 AM | Lamia from Customer support: Sir We apologies for the inconvenience we understand your situation and we apologies for that we know we are taking more time than expect we apologies for the delay we assure you that you money is on safe hand and we hope your issue will be solve soon. We are sending a reminder to our expert to solve your issue as soon as possible . We assure you that your problem will be solve soon we are trying our level best to solve your issue as soon as possible . We request you to give us some time to work and solve your issue .

02:26 AM | Swarup: Don't talk this bullshit again mind it

02:26 AM | Swarup: I have listening same thing for 2 weeks

02:27 AM | Swarup: I don't need your apology

02:27 AM | Swarup: I want my money back right now

02:31 AM | Lamia from Customer support: Sir we apologies for the inconvenience we can understand that it is taking more time to solve your issue than expect . We assure you that your money is on safe hand. We are sending reminder to our expert to solve your issue as soon as possible. Kindly allow us some time we hope it will be solve soon .

03:23 AM | Swarup: Don't talk nonsense

03:24 AM | Swarup: If u have anything new to say then say otherwise don't copy paste same statement

03:25 AM | Swarup: I have been listening same statement for last 2 weeks

03:25 AM | Swarup: I want my money right now

03:25 AM | Swarup: If you can't handle then get me ur superior boss

03:26 AM | Swarup: I want my money immediately and right now

03:29 AM | Lamia from Customer support: Dear sir, we understand your frustration & we also apologize for the delay. your payment is still pending. Kindly have some patience until it's completed from your payment system.

03:43 AM | Swarup: Why pending I want to know

03:44 AM | Swarup: I said that don't give me copy paste statement

03:44 AM | Swarup: Every other companies solve this type of problems within hours

03:45 AM | Swarup: Where u already took 2 weeks

03:45 AM | Swarup: Don't talk this fraudulent type talking

03:46 AM | Swarup: I don't want to hear anything

03:46 AM | Swarup: I want my money back right now

03:46 AM | Swarup: And get me ur superior

03:48 AM | Lamia from Customer support: Dear customer, I 鈔櫳e submitted a request to our experts to process this deposit and credit your account, and they are currently working on it. We kindly ask for your patience as they complete the process. We apologize for the delay and appreciate your understanding and cooperation.

03:49 AM | Swarup: Same thing also said before you

03:49 AM | Swarup: So say anything new

03:50 AM | Swarup: I want my money back right now

03:50 AM | Swarup: And get me ur superior boss

03:53 AM | Lamia from Customer support: Dear customer, I see this is taking so long and we apologize for the delay, I can understand this is frustrating and annoying at the same time but sir sometimes things don't work as they should, and technical difficulties arise. Please give us some more time, and you surely will get the money right after when the processing is done. Also please be informed that I have talked to our billing experts and they informed me that now we can expect the issue to be sorted out soon.

04:04 AM | Swarup: I am giving you 1 hour

04:05 AM | Lamia from Customer support: Sir, we apologize for your trouble! Please, be patient for some time, your problem has been sent to our experts to solve it. If no deposit has been credited to your account after a few hours, you are kindly requested to contact us again. Next update will be communicated to you then. Thanks

05:05 AM | Swarup: Money is not credited yet

05:07 AM | Lamia from Customer support: Dear Customer, Your deposit has been forwarded to our expert team for verification. Please bear with us. Our expert team is working on your deposit processing. We will notify you immediately when there is any new update from our expert team. Thank you.

05:26 AM | Swarup: It's not deposit it's withdrawal

05:27 AM | Swarup: Don't talk nonsense please

05:27 AM | Swarup: Credit my money in to my account now

05:38 AM | Lamia from Customer support: Dear Customer, Your deposit has been forwarded to our expert team for verification. Please bear with us. Our expert team is working on your deposit processing. We will notify you immediately when there is any new update from our expert team. Thank you.

05:40 AM | Lamia from Customer support: Sir We apologies for the inconvenience we understand your situation and we apologies for that we know we are taking more time than expect we apologies for the delay we assure you that you money is on safe hand and we hope your issue will be solve soon. We are sending a reminder to our expert to solve your issue as soon as possible . We assure you that your problem will be solve soon we are trying our level best to solve your issue as soon as possible . We request you to give us some time to work and solve your issue .

05:43 AM | Swarup: You are saying same thing for 2 weeks

05:43 AM | Swarup: They already verified 1000 times

05:44 AM | Swarup: So don't tell me about verification

05:44 AM | Swarup: Contact billing department now and said them to credit my money now

05:45 AM | Swarup: If you are unable then tell your superior boss now

05:45 AM | Swarup: I want my money back right now

05:46 AM | Swarup: I endured your bullshit talking for so many days

05:46 AM | Swarup: Now credit my money right now

05:48 AM | Lamia from Customer support: Dear customer, I see this is taking so long and we apologize for the delay, I can understand this is frustrating and annoying at the same time but sir sometimes things don't work as they should, and technical difficulties arise. Please give us some more time, and you surely will get the money right after when the processing is done. Also please be informed that I have talked to our billing experts and they informed me that now we can expect the issue to be sorted out soon.

05:50 AM | Swarup: Give me proof what billing department said exactly

05:50 AM | Swarup: You said earlier same things

05:51 AM | Swarup: Technical difficulties can be solved with in hours

05:51 AM | Swarup: Whereas u took 2 weeks

05:51 AM | Swarup: Is this some kind of joke

05:52 AM | Swarup: Tell billing department to talk to me directly

05:52 AM | Swarup: I don't want to hear same thing from you

05:52 AM | Swarup: I want my money right now

05:52 AM | Swarup: I want to talk to your boss right now

05:53 AM | Lamia from Customer support: Sir we apologies for the inconvenience we can understand that it is taking more time to solve your issue than expect . We assure you that your money is on safe hand. We are sending reminder to our expert to solve your issue as soon as possible. Kindly allow us some time we hope it will be solve soon .

05:55 AM | Swarup: Don't talk rubbish

05:55 AM | Swarup: I can't allow you more time

05:58 AM | Lamia from Customer support: Sir, we apologize for your trouble! Please, be patient for some time, your problem has been sent to our experts to solve it. If no withdraw has been credited to your account after a few hours, you are kindly requested to contact us again. Next update will be communicated to you then. Thanks

05:59 AM | Swarup: You already said same msg several times

05:59 AM | Swarup: I want to talk to your boss

06:03 AM | Lamia from Customer support: Dear sir, we understand your frustration & we also apologize for the delay. your payment is still pending. Kindly have some patience until it's completed from your payment system.

06:04 AM | Swarup: Why my payment system?

06:04 AM | Swarup: You will pay me

06:05 AM | Swarup: Give me proof

06:05 AM | Swarup: Right now

06:08 AM | Lamia from Customer support: Dear sir, we understand your frustration & we also apologize for the delay. your payment is still pending. Kindly have some patience until it's completed from your payment system.

--- March 21, 2025 ---

12:53 PM | Swarup: Still u didn't completed my payment.

12:54 PM | Swarup: You are totally unprofessional and unfit.

12:55 PM | Lamia from Customer support: Dear Customer, Your deposit has been forwarded to our expert team for verification. Please bear with us. Our expert team is working on your deposit processing. We will notify you immediately when there is any new update from our expert team. Thank you.

02:16 PM | Swarup: How many times will you verify?

02:17 PM | Swarup: Is this some kind of joke?

02:17 PM | Swarup: What is there to be verification so many times.

02:18 PM | Swarup: Tell the team to msg me what are they doing.

02:19 PM | Swarup: I need to know exactly now

02:19 PM | Swarup: I think u don't know anything.

02:19 PM | Swarup: Get me ur superior boss now

02:19 PM | Swarup: You are totally incapable.

02:20 PM | Swarup: And mind it don't say anything nonsense same things repeatedly.

02:21 PM | Swarup: I don't want to hear from you.

02:21 PM | Swarup: I want hear from your boos and billing.

02:22 PM | Iftiar from Customer support: Sir, please forgive us for this delay as our experts are solving your problem. Please know that we are trying to resolve your issue as soon as possible when we ae done you will be notified. Please wait for some time.

02:22 PM | Swarup: I want proper explanation so many days what are they doing to solve this minor issue.

02:23 PM | Swarup: Incapable unfit people

02:23 PM | Swarup: I won't allow more time.

02:23 PM | Swarup: I can't forgive you.

02:24 PM | Swarup: You people are giving so much trouble.

02:25 PM | Iftiar from Customer support: Sir, please know that your money is secure, Sir, additionally, the payment department's experts are working to resolve the matter and are taking all reasonable steps to do so as soon as they can. We apologize for the inconvenience.

02:37 PM | Swarup: They are doing nothing.

02:38 PM | Swarup: If they do It could be solved with in hours.

02:38 PM | Swarup: Whereas it has been passed 2 weeks.

02:38 PM | Swarup: How ridiculous.

02:39 PM | Swarup: Every other companies are 1000 times capable than you.

02:39 PM | Swarup: They solve it with in 2 hours.

02:40 PM | Iftiar from Customer support: We agree that this is annoying, so we've forwarded your request to our specialists. Please be patient as they working to resolve your issue as quickly as possible.

02:40 PM | Swarup: I want to know what exactly they are are working on.

02:43 PM | Iftiar from Customer support: sir try to understand that our team is working to solve your issue it need some time to be solve kindly allow us sometime to solve i.

04:18 PM | Swarup: Sometime means what

04:18 PM | Swarup: 2 weeks passed you still continuously saying some time

04:19 PM | Swarup: Don't again say sometimes

04:19 PM | Swarup: I need know exactly what are they working on

04:20 PM | Iftiar from Customer support: Dear sir, we understand your frustration & we also apologize for the delay. your payment is still pending. Kindly have some patience until it's completed from your payment system.

04:22 PM | Swarup: I don't to hear anything from you

04:23 PM | Swarup: I want to hear from your billing department...what are they doing I need to know now right at the moment

04:26 PM | Iftiar from Customer support: Sir, please forgive us for this delay as our experts are solving your problem. Please know that we are trying to resolve your issue as soon as possible when we ae done you will be notified. Please wait for some time.

04:30 PM | Swarup: I need to what exactly they are doing

04:31 PM | Swarup: Don't blabber same talking again and again

04:35 PM | Tariful from Customer support: Dear sir, we can understand your frustration. We are trying our best to resolve your problem. Kindly wait some more time and have some patience. We hope it will credit soon to your account.

04:37 PM | Swarup: Enough patience I showed

04:38 PM | Swarup: I need to know what billing department is doing

04:41 PM | Tariful from Customer support: Dear sir, I would have also been disappointed by that if I were in your place. I totally agree with you. But sir, this is a problem with the payment system. But we hope your money will be credited into your account very soon. We just can suggest you kindly wait some more time and be patient.

-- March 25, 2025 --

12:00 PM | Swarup: Where is my money?

12:02 PM | Sumiya from Customer support: Sorry for your trouble sir, we can not assure you any specific time frame, as It's not in our hand, It actually depends on the procedure, as our experts department are already hardly working on such cases, we request you to keep patience and allow this deposit to be processed.

12:03 PM | Swarup: Don't talk rubbish

12:03 PM | Swarup: How many days needed to solve this minor problem

12:04 PM | Swarup: I showed enough patience

12:04 PM | Swarup: Are your experts sleeping?

12:05 PM | Swarup: If you don't know anything then get me your superior boss now.

12:09 PM | Sumiya from Customer support: Sir, we apologize for this issue. We can feel your frustration but please do not lose your patience. We are suggesting you kindly wait some more time. Our experts are working for you all. They are processing so many funds at a time, so it actually sometimes takes more time to proceed with the money but they do.

12:14 PM | Swarup: I can't wait some more time

12:14 PM | Swarup: It has been 3 weeks

12:15 PM | Swarup: Are bunch of unprofessionals sitting there?

12:15 PM | Swarup: Every online company solves this type of matter within hours.

12:16 PM | Swarup: Where as you already passed 3 weeks

12:16 PM | Swarup: Is this joke?

12:16 PM | Swarup: Get me your superior boss right now.

12:17 PM | Swarup: And give my money back right now.

12:17 PM | Swarup: And mind it don't talk nonsense again

12:19 PM | Sumiya from Customer support: Dear sir, I can understand your frustration with that situation but we are assuring you, you will get your money very soon. We suggest you kindly wait and have some patience until it credits to your account.

12:24 PM | Swarup: Same thing is you are saying last 3 weeks.

12:24 PM | Swarup: I don't want to hear from you anything.

12:24 PM | Swarup: Get me your boss.

12:43 PM | Sumiya from Customer support: Dear sir, we are sorry for this inconvenience, please take our apologies and wait till resolving this, we are from the betting site but it is stuck in the payment system, so please wait for some time, it will solve soon, we hope it will solve soon.

12:52 PM | Swarup: I already told you that I waited so much time.

12:53 PM | Swarup: So there is no point saying to me to wait.

12:53 PM | Swarup: Tell your payment department to solve this matter now.

12:53 PM | Swarup: If you can't then get me your boss.

12:54 PM | Swarup: And Don't tell me again to wait more. It is annoying.

12:54 PM | Sumiya from Customer support: Dear sir, I can understand your frustration with that situation but we are assuring you, you will get your money very soon. We suggest you kindly wait and have some patience until it credits to your account.

12:57 PM | Swarup: I have no patience.

12:57 PM | Swarup: I showed enough patience.

12:58 PM | Swarup: Same type of msg I have been hearing for last 3 weeks.

12:58 PM | Swarup: I am warning you don't deliver this copycat msg again.

12:59 PM | Sumiya from Customer support: Sir, I 欵懣 sincerely sorry this has happened to

you. It 欽榑 not the experience we wish to create for any of our customers. We are doing our best to solve your problem. Please sir be patient your problem will be solved soon.

12:59 PM | Swarup: You are doing nothing

12:59 PM | Swarup: If you do it could be solved with in minutes.

01:00 PM | Swarup: Now I want hear from payment department what they are working on.

01:12 PM | Sumiya from Customer support: Sorry for your trouble sir, we can not assure you any specific time frame, as It's not in our hand, It actually depends on the procedure, as our experts department are already hardly working on such cases, we request you to keep patience and allow this deposit to be processed.

01:59 PM | Swarup: Your experts department is doing nothing.

01:59 PM | Swarup: It they do they won't take so much time.

02:00 PM | Swarup: Get me someone from your experts department now.

02:01 PM | Swarup: And don't blabber this useless talking again and again

02:14 PM | Abdullah from Customer support: Hello, I understand your frustration with the situation. Rest assured, we are working to ensure that you receive your money as soon as possible. We kindly ask for your patience while we process the transaction and credit it to your account.

03:30 PM | Swarup: You don't understand my frustration.

03:30 PM | Swarup: Don't talk rubbish

03:30 PM | Swarup: You are not working

03:31 PM | Swarup: If you are working then tell me what you are working on.

03:32 PM | Swarup: I suppose you are nothing but messenger.

03:32 PM | Swarup: Get me your superior boss or the team which is working on.

03:33 PM | Swarup: I need to know exactly what are they doing. I suppose they are doing nothing but sleeping.

03:33 PM | Swarup: So don't talk rubbish again.

03:34 PM | Abdullah from Customer support: Dear Sir, I understand your frustration in this situation, but we can assure you that you will receive your money very soon. We advise you to please be patient and wait until the credit appears in your account. Our experts are working on this matter. There is a slight delay due to a high volume of customer requests at the same time.

03:35 PM | Swarup: Do you think 3 weeks is slight delay?

03:35 PM | Swarup: What rubbish

03:35 PM | Swarup: Don't give me advise just bring me the responsible person who is working on this.





03:17 PM | Swarup: I warned you no to talk nonsense.

03:18 PM | Swarup: Are u in sense?

03:18 PM | Swarup: How many days will I wait?

03:19 PM | Swarup: Rubbish

03:19 PM | Swarup: Get me your superior boss right now

03:19 PM | Swarup: And don't dare to send copycat msg again.

03:20 PM | Abdullah from Customer support: Sir, thank you so much for understanding and for being there for us.

--- March 29, 2025 ---

12:13 PM | Swarup: Where is my money

12:13 PM | Swarup: Still not credited

12:15 PM | Lamia from Customer support: Dear Customer, Your deposit has been forwarded to our expert team for verification. Please bear with us. Our expert team is working on your deposit processing. We will notify you immediately when there is any new update from our expert team. Thank you.

01:01 PM | Swarup: How many days needed

01:02 PM | Lamia from Customer support: Sir We apologies for the inconvenience we understand your situation and we apologies for that we know we are taking more time than expect we apologies for the delay we assure you that you money is on safe hand and we hope your issue will be solve soon. We are sending a reminder to our expert to solve your issue as soon as possible . We assure you that your problem will be solve soon we are trying our level best to solve your issue as soon as possible . We request you to give us some time to work and solve your issue .

--- March 30, 2025 ---

06:21 AM | Swarup: Don't send me same msg again and again.

06:23 AM | Swarup: Don't you have any shame?

06:23 AM | Swarup: It has been nearly 1 month and you are saying same thing again and again

06:24 AM | Swarup: It seems to me you are nothing but fraud

06:31 AM | Sumiya from Customer support: 唉(唉冒唉苦△ 唉施唉班唉灌, 唉嗜K唉么 唉 唉灌△唉距X唉距Π 唉瞻唉班Γ 唉嗜三唉班 唉低Θ喇恰H唉距M唉 唉瞻Π唉么 唉班唉苦 唉苦 唉膏唉唉唉 唉嗜K唉么唉 唉及△喇嶺△喇耀Σ唉么唉 唉低Θ喇恰Π喇耀H唉 唉 唉唉唉唉唉 唉膏唉膏唉焮唉 唉 唉嗜唉瞻 唉△唉瞻唉 唉膏三喇嶺N 唉距M唉么 唉班喇回喇, 唉膏唉O唉班Γ唉 唉唉班△唉苦唉 唉侧唉么Z喇回Θ 唉膏三喇嶺K唉么唉 唉灌△喇 唉怵唉焮 唉膏唉唉唉唉唉 唉膏三喇 唉么喇, 唉怵 唉唉班喇嶺Π唉苦唉距唉 唉嗜三唉距Z喇回Π 唉灌唉么 唉么唉, 唉怵 唉瞻 唉班Γ喇 唉(唉 唉瞻Π喇 唉低K喇回喇嶺ψ唉 唉瞻Π喇恰Θ啞 唉嗜K唉么 唉低 M唉多唉 唉嗜K唉么唉 唉么唉唉 唉唉班△ 唉唉唉, 唉(唉 唉瞻Π喇



07:14 AM | Swarup: 唉侧△喇 唉瞻E唉 唉Σ唉 唉怵唉焮 唉侧唉唉 唉△唉瞻

07:15 AM | Swarup: 唉怵 唉膏唉唉唉 唉膏三唉膏唉 唉Z唉 唉膏三唉距H唉距O 唉瞻Π唉 唉怵△唉 唉侧唉施 唉 唉灌Σ喇 唉嗜K唉唉 唉 唉瞻唉 唉 唉撑唉距O喇?

07:15 AM | Swarup: 唉△唉膏M 唉侧△喇 唉瞻E唉距M唉距Π喇 唉

07:18 AM | Nazmun from Customer support: 唉嗜K唉唉 唉低O喇恰Π喇耀H 唉嗜三唉距Z 喇Π 唉多唉粪喇 唉Σ喇Π 唉瞻唉 唉唉唉 唉班唉 唉Π喇O 唉距Σ喇耀唉唉 唉漆O喇O 唉膏唉△唉唉唉唉Π唉苦△ 唉瞻Π唉 唉灌O唉监 唉 唉 唉嗜K唉唉 唉唉多唉氛唉 唉△唉瞻唉 唉 唉嗜三唉班 唉怵△喇 唉膏喇Π唉苦O唉监N唉距M喇 唉瞻唉 唉瞻Π唉 唉嗜K唉唉 唉o唉班 唉 唉 唉漆O喇O 唉oO喇O唉; 唉嗜三唉班 唉嗜K唉唉 唉多唉 唉班 唉怵唉焮 唉唉膏唉班唉 唉膏三唉距H唉距O 唉唉班Z唉距O 唉Π唉イ

07:25 AM | Swarup: 唉嗜三唉 唉唉多唉氛唉 唉灌△喇 唉唉班唉 唉唉 唉嗜K唉唉唉班 唉 唉膏喇Π唉苦O唉监N唉距M喇 唉瞻唉 唉瞻Π唉 唉

07:26 AM | Swarup: 唉多唉粪喇 唉Σ喇Π 唉瞻唉 唉嗜三唉距Π 唉低O喇恰Π 喇耀H 唉嗜喇 唉唉唉 唉Π喇O

07:26 AM | Swarup: 唉嗜K唉唉 唉唉班喇 唉Π喇O唉距K喇 唉膏三唉 唉唉 唉灌O唉监唉

07:26 AM | Swarup: 唉怵唉 唉Π喇O唉唉 唉瞻唉 唉瞻Π唉唉

07:27 AM | Swarup: 唉嗜K唉唉 唉 唉Σ唉 唉多唉 唉班 唉膏三唉距H唉距O 唉唉班Z唉距O 唉瞻Π唉 唉怵 唉瞻E唉 唉嗜Π喇 喇OE喇 唉唉 唉多唉唉 唉

07:27 AM | Swarup: 唉怵唉 唉Π喇O唉唉 唉嗜K唉唉 唉唉 唉膏三唉距H唉距O 唉嗜Ω唉侧 唉唉

07:27 AM | Swarup: 唉膏唉唉Π唉距 唉侧△喇 唉瞻E唉 唉唉 唉Σ喇 唉嗜三唉距Π 唉焮唉瞻 唉唉撑O唉监唉 唉唉M唉膏唉△ 唉瞻Π喇O

07:27 AM | Swarup: 唉膏M 唉低唉班唉 唉 唉 唉施唉侧 唉撑唉距O喇 唉Ω喇 唉嗜喇

07:28 AM | Swarup: 唉侧△喇

07:28 AM | Nazmun from Customer support: 唉膏唉唉 唉低O喇 唉膏三喇焮 唉焮 唉瞻O唉苦喇O唉距Σ 唉膏三唉膏唉 唉怵Π 唉瞻唉班Γ喇 唉怵三唉 唉灌 唉嗜K唉唉 唉 唉 唉瞻Π 唉低K喇Π喇 唉瞻Π喇恰O 唉低E唉 唉膏唉唉 唉嗜K唉唉唉瞻 唉△唉瞻△喇 唉灌M喇 唉唉 唉嗜K唉唉 唉 唉 唉低K喇Π喇 唉瞻Π喇恰O 唉怵 唉膏三喇焮唉 唉H喇O喇 唉焮唉瞻 唉漆三唉 唉灌喇 唉 唉Z唉 唉唉 唉灌 唉嗜三唉距Z喇Π 唉膏唉△ 唉嗜M唉距Π 唉唉唉 唉瞻Π唉唉

--- April 2, 2025 ---

08:52 PM | Swarup: My Money still not credited

09:07 PM | Abdullah from Customer support: Your request has been transferred to our team of specialists for further review. Rest assured that we are actively working on it. Thank you for your patience; we will provide you with a detailed solution soon.

--- April 3, 2025 ---

06:31 AM | Swarup: It has already been 1 month ...you are saying same

06:32 AM | Swarup: Stop talking nonsense again

06:37 AM | Lamia from Customer support: I assure you that we will take immediate action to address your concerns. We will be investigating the technical issue to find out its root cause so none of our customers have to go through it.

06:43 AM | Swarup: Don't say bullshit

06:43 AM | Swarup: Don't you have any same.

06:44 AM | Swarup: I have been listening same msg for last 1 month.

06:45 AM | Swarup: 30 days have been passed and you still making excuse of technical issue.

06:45 AM | Swarup: How funny

06:48 AM | Lamia from Customer support: Sir, we apologize for your trouble! Please, be patient for some time, your problem has been sent to our experts to solve it. If no deposit has been credited to your account after a few hours, you are kindly requested to contact us again. Next update will be communicated to you then. Thanks

06:51 AM | Swarup: I am contacting with for last 1 month. Every time you are saying same but I didn't get my money till now.

06:54 AM | Lamia from Customer support: We are deeply sorry this has happened to you. It is not the experience we wish to create for any of our customers. Thank you for bringing it to our attention and allowing us to address it.

07:03 AM | Swarup: Will I get my money back today?

07:04 AM | Lamia from Customer support: Dear customer, at the moment we can not predict the exact timeframe, we have been informed by our concerned department about your issue they are working on the issue and it will be sorted soon. So, please hang on with us a little longer and allow us to work on it.

We assure you that you definitely will solve it, for now, please let us have some more time, we apologize for the trouble that you may have been going through sir.

--- April 4, 2025 ---

04:23 AM | Swarup: How many days you need to say exact timeframe

04:23 AM | Lamia from Customer support: Dear customer, at the moment we can not predict the exact timeframe, we have been informed by our concerned department about your issue they are working on the issue and it will be sorted soon. So, please hang on with us a little longer and allow us to work on it.

We assure you that you definitely will solve it, for now, please let us have some more time, we

apologize for the trouble that you may have been going through sir.

04:24 AM | Swarup: Don't say nonsense again

04:24 AM | Swarup: I have been listening this for the last 1 month

04:24 AM | Swarup: Bunch of unprofessionals sitting over there

04:26 AM | Lamia from Customer support: Dear customer, Your request has been accepted by the billing department and they are currently following up with the payment provider in regards to this query. We kindly advise you to wait, you will receive an update from us once we receive one from the billing department on this query. We apologize for any inconvenience caused by these delays.

04:31 AM | Swarup: Same you said yesterday also

04:31 AM | Swarup: Infact I gave been hearing this for last 1 month

04:31 AM | Swarup: Shameless people

04:32 AM | Swarup: Do u want me to make official complaint on voxya

04:36 AM | Lamia from Customer support: Sir we apologies for the inconvenience we can understand that it is taking more time to solve your issue than expect . We assure you that your money is on safe hand. We are sending reminder to our expert to solve your issue as soon as possible. Kindly allow us some time we hope it will be solve soon .

04:37 AM | Swarup: Don't talk bullshit

04:37 AM | Swarup: You have been saying this last one month

04:38 AM | Swarup: Will I complaint on voxya?

04:41 AM | Lamia from Customer support: Sir, we apologize that we are unable to give a specific deadline, however, our professionals are working on your problem and it will be included shortly at any time

04:50 AM | Swarup: Your professionals are working on this how funny

04:52 AM | Swarup: If they are working why are they taking so much time. They already took one month.

04:52 AM | Swarup: It's a minor issue and I gave them all the proof.

04:52 AM | Swarup: They are doing nothing but sleeping

04:53 AM | Swarup: Bunch of shameless useless unprofessionals

04:53 AM | Swarup: If you can't say anything new then get me your superior boss

04:54 AM | Swarup: It seems like you all are fraud

04:59 AM | Lamia from Customer support: Dear customer, we apologize for this inconvenience, but we kindly advise you to wait as our billing department is awaiting a response from the payment provider and their response times are erratic. You will receive an update on the funds once our billing department receives new information from the payment provider.

05:00 AM | Swarup: How many times you said exactly same

05:00 AM | Swarup: Do u know?

05:01 AM | Lamia from Customer support: Dear customer, I see this is taking so long and we apologize for the delay, I can understand this is frustrating and annoying at the same time but sir sometimes things don't work as they should, and technical difficulties arise. Please give us some more time, and you surely will get the money right after when the processing is done. Also please be informed that I have talked to our billing experts and they informed me that now we can expect the issue to be sorted out soon.

05:04 AM | Swarup: Dear lamia...do you know you gave me exactly same msg several times

05:04 AM | Swarup: If feel ashamed talk to your boss or billing department Right now

05:04 AM | Swarup: I want my money back right now

05:08 AM | Lamia from Customer support: Dear Customer, Your deposit has been forwarded to our expert team for verification. Please bear with us. Our expert team is working on your deposit processing. We will notify you immediately when there is any new update from our expert team. Thank you.

05:09 AM | Swarup: [Image "Screenshot\_2025-04-04-11-09-10-130\_com\_android\_chrome.jpg?expires=1773688500&signature=c8d1f1e8b16c8b0eab05bb3499f3b6827223430dc367b9ad12aa35635c7b2383&req=dSQiEcF5nIddWvMW1HO4zcQojLLNk%2BWf4PaDIA%2Fk2zHx8Pc4eBW3iHwX4wbr%0AMrHNHy9XfgrvK%2FKqwx%3D%0A"]

05:09 AM | Swarup: See 5 days ago you exactly wrote same msg

05:10 AM | Swarup: Even I have seen same msg at least 50 times

05:10 AM | Swarup: So don't think yourself over smart

05:10 AM | Swarup: I need my money back right now

05:10 AM | Lamia from Customer support: Sir, we apologize for your trouble! Please, be patient for some time, your problem has been sent to our experts to solve it. If no deposit has been credited to your account after a few hours, you are kindly requested to contact us again. Next update will be communicated to you then. Thanks

05:11 AM | Swarup: Dear lamia, you exactly said this several times

05:11 AM | Swarup: Will I give proof?

05:12 AM | Swarup: If you have any self respect then solve this matter right now

05:12 AM | Swarup: I want my money back right now

05:13 AM | Lamia from Customer support: Sir, we apologize for your trouble! Please, be patient for some time, your problem has been sent to our experts to solve it. If no deposit has been credited to your account after a few hours, you are kindly requested to contact us again. Next update will be communicated to you then. Thanks

05:20 AM | Swarup: Then what will happen after few hours?

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05:23 AM | Lamia from Customer support: I'm truly sorry for the frustration you're experiencing. I understand that your deposit didn't go through successfully and that you haven't received your refund yet. Please know that our experts are actively addressing this issue, and they're working diligently to find a solution.

I want to assure you that this problem will be resolved as soon as possible, and your deposit refund will be processed back to your bank account.

Thank you for your patience and understanding.

05:28 AM | Swarup: Now you are saying this...how 𦵇い

05:28 AM | Swarup: Funny

05:28 AM | Swarup: I also heard same msg several times 𦵇い

05:29 AM | Swarup: Your experts are diligently working on this issue ...how funny 𦵇い

05:30 AM | Swarup: And they already took 1 month to solve this minor issue and still no solution 𦵇い

05:30 AM | Swarup: I have advice for u...think before you write...

05:31 AM | Swarup: Do you know you are repeating same msg again and again

05:31 AM | Swarup: So don't show your stupidity

05:31 AM | Swarup: I want my money back right now

05:39 AM | Lamia from Customer support: We are deeply sorry this has happened to you. It is not the experience we wish to create for any of our customeTaka Thank you for bringing it to our attention and allowing us to address it.

05:44 AM | Swarup: I just need my money back right now...do whatever you have to do ...just give me my money back right now

05:44 AM | Swarup: Right now

05:47 AM | Imran from Customer support: Sir, I understand how frustrating it can be to experience a delay in the processing of your deposit. Please know that our team of experts is actively pushing to resolve this issue as quickly as possible. Your patience and understanding during this time are truly appreciated.

I want to assure you that we are working diligently to ensure that your deposit is processed promptly. Rest assured that the amount will be credited to your account as soon as the issue is resolved. Your satisfaction is our top priority, and we are committed to providing you with a resolution as swiftly as we can.

Thank you for your cooperation and trust in us. We value your relationship with us and are grateful for your understanding. If you have any further concerns or questions, please do not hesitate to contact us.

06:54 AM | Swarup: I want to know why it is taking too much time.

06:56 AM | Imran from Customer support: Dear customer, we are sincerely sorry for the inconvenience caused by your issue. We are unable to provide you with a specific time frame

at the moment. Communication is still ongoing between the provider and the bank. Your payment is currently being processed. We will inform you as soon as we receive any updates on this matter. Please be patient and we hope to resolve your issue as soon as possible.

02:05 PM | Swarup: Communication about what?

02:05 PM | Swarup: Communication is going for 1 month?

02:05 PM | Swarup: You dumb

02:05 PM | Swarup: Think before you write

02:06 PM | Swarup: Give me my money back right now

02:07 PM | Swarup: You shameless people

02:07 PM | Swarup: Give me my money back right now

02:07 PM | Swarup: You ...\*\*\*\*\*

02:07 PM | Tariful from Customer support: Dear sir, we can understand your frustration. We are trying our best to resolve your problem. Kindly wait some more time and have some patience. We hope it will credit soon to your account.

02:08 PM | Swarup: Some more time means ?

02:08 PM | Swarup: From last month you are saying this

02:09 PM | Swarup: How many more days will I wait?

02:09 PM | Tariful from Customer support: We understand your unhappiness with the situation.

We can guarantee that you will receive the money, but the payment system needs extra time to fix the problem.

So, as you have done so far, we ask that you continue to be patient with us.

As quickly as possible, you will get your money.

02:09 PM | Swarup: I want to why extra time needed

02:10 PM | Swarup: I showed enough patience

02:10 PM | Swarup: Give me my money back right now

02:12 PM | Tariful from Customer support: Dear Customer, I will do all in my power to support you, as I recognize that this problem makes things difficult for you. Our responsible team has already received your request. I will undoubtedly request that they investigate your inquiry as quickly as possible. Sorry for keeping you waiting so long. Your understanding is greatly valued.

02:15 PM | Swarup: Tell what type of inquiry they are doing? It has been one month and I already gave proof.

02:15 PM | Tariful from Customer support: We sincerely apologize for the inconvenience you've encountered. We understand how frustrating and uncomfortable this situation must be for you, and it 欵懣 certainly not the experience we ever wish for any of our customers.

Please rest assured that we are actively working to resolve your issue as quickly as possible,

and we are treating this matter with the utmost urgency. We know your time is valuable, and we are committed to making things right for you.

We kindly ask for a little more patience, and we will be in touch with an update as soon as we have one. We truly appreciate your understanding during this time.

02:16 PM | Swarup: Don't you think one month is much more than enough?

02:16 PM | Tariful from Customer support: Sir, I understand that things are difficult for you right now. We are working hard to fix the problem and release the funds to you. be guaranteed that the issues will be resolved quickly. 傑橢

02:17 PM | Swarup: Dear tariful I have waited more and I need money badly.

02:18 PM | Tariful from Customer support: Sir, please know that your money is secure, Sir, additionally, the payment department's experts are working to resolve the matter and are taking all reasonable steps to do so as soon as they can. We apologize for the inconvenience.

02:18 PM | Swarup: I need money very urgent for my personal issue.

02:18 PM | Tariful from Customer support: Dear Customer, I will do all in my power to support you, as I recognize that this problem makes things difficult for you. Our responsible team has already received your request. I will undoubtedly request that they investigate your inquiry as quickly as possible. Sorry for keeping you waiting so long. Your understanding is greatly valued.

02:19 PM | Swarup: Then give me exact time

02:19 PM | Swarup: And sent me ss of your conversation with them.

02:20 PM | Tariful from Customer support: We have forwarded your issue to the solution team, and they are working on a solution. We need some more time .The issue may take up to 24 hours to resolve, and we will keep you updated until the issue is fully resolved.

02:23 PM | Swarup: Ok you are telling within 24 hours I will get my money back?

02:25 PM | Tariful from Customer support: I sincerely apologize for this inconvenience and appreciate your patience and cooperation.

02:31 PM | Towfiqur from Customer support: Sir, the expert asked for 24 hours to solve your problem, we were hoping that your problem would be solved in 24 hours. But unfortunately, since it was not, the expert asked for another 24 hours from us.

Out of which only 01 hour has passed, please wait for another 23 hours, hope this problem will be solved soon.

02:32 PM | Swarup: Ok I will wait and I believe your gentlemen's word

02:33 PM | Towfiqur from Customer support: We appreciate your patience and understanding sir and we apologies for the trouble. Thank you for your time.

--- April 7, 2025 ---

12:20 PM | Swarup: You fraud....where is my money?

12:21 PM | Lamia from Customer support: I understand how frustrating it can be when a deposit is pending, and I sincerely apologize for any inconvenience this may have caused you.

I want to assure you that we are doing everything we can to resolve this matter as quickly as possible.

Our team is actively investigating the situation to ensure your funds are credited promptly. Your patience and cooperation during this time are greatly appreciated.

03:03 PM | Swarup: Don't talk bullshit

03:03 PM | Swarup: You fraud

03:03 PM | Swarup: 2 days ago you said I will definitely get back my money

03:10 PM | Towfiqur from Customer support: Our payment department is still processing your issue; we apologize for the delay. Please give us some more time, as the billing department may take some more time to complete the process. We appreciate your patience and cooperation. We are truly sorry for the inconvenience.

06:13 PM | Swarup: More time means how many months?

06:13 PM | Swarup: Already 1 month passed

06:14 PM | Swarup: Does it look like fun to you?

06:27 PM | Towfiqur from Customer support: The expert asked for 24 hours to solve your problem, we were hoping that your problem would be solved in 24 hours. But unfortunately, since it was not, the expert asked for another 24 hours from us. Out of which only 06 hour has passed, please wait for another 18 hours, hope this problem will be solved soon.

--- April 8, 2025 ---

07:38 PM | Swarup: 24 hours already passed....where is my money?

07:42 PM | Towfiqur from Customer support: The expert asked for 24 hours to solve your problem, we were hoping that your problem would be solved in 24 hours. But unfortunately, since it was not, the expert asked for another 24 hours from us. Out of which only 07 hour has passed, please wait for another 17 hours, hope this problem will be solved soon.

07:47 PM | Swarup: Are you trying to make fun

07:47 PM | Swarup: If I don't get my money right now... I will make official complaint on voxya and I have noted down all of your bkash,nagad, Rocket agent no. And I will go for legal steps by cyber crime unit against these agents.

07:57 PM | Towfiqur from Customer support: Our payment department is still processing your issue; we apologize for the delay. Please allow us some more time, as the billing department may need some more time to complete the processing. We appreciate your patience and cooperation. We really apologize for the trouble.

07:59 PM | Swarup: Rubbish

08:00 PM | Swarup: I have been listening same for last 1 month

08:00 PM | Swarup: You will solve this now

08:00 PM | Swarup: Or I will go for making official complaint



taking all reasonable steps to do so as soon as they can. We apologize for the inconvenience.

08:55 PM | Swarup: Shut up....I already said not to repeat same msg which I have been listening for 1 month

08:55 PM | Swarup: Just give me my money back

08:55 PM | Swarup: Fraud and cheating... Will not work on me....

08:56 PM | Swarup: Give me proof ur experts are work to solve this matter

08:56 PM | Swarup: I bet you can't give any proof...you fraud

08:57 PM | Swarup: Give me my money back otherwise I have to go to the police

08:57 PM | Tariful from Customer support: Dear Customer, I will do all in my power to support you, as I recognize that this problem makes things difficult for you. Our responsible team has already received your request. I will undoubtedly request that they investigate your inquiry as quickly as possible. Sorry for keeping you waiting so long. Your understanding is greatly valued.

09:00 PM | Swarup: As you don't have any power why don't you bring your superior

09:01 PM | Swarup: I warned you not to repeat same msg....you bloody \*\*\*\* ..m\*\*\*\*\* .... cheat

09:10 PM | Tariful from Customer support: Dear sir, I would have also been disappointed by that if I were in your place. I totally agree with you. But sir, this is a problem with the payment system. But we hope your money will be credited into your account very soon. We just can suggest you kindly wait some more time and be patient.

09:24 PM | Swarup: I showed enough patience...

09:24 PM | Swarup: I need money immediately

09:25 PM | Tariful from Customer support: Dear Customer, I will do all in my power to support you, as I recognize that this problem makes things difficult for you. Our responsible team has already received your request. I will undoubtedly request that they investigate your inquiry as quickly as possible. Sorry for keeping you waiting so long. Your understanding is greatly valued.

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09:34 PM | Swarup: Don't talk rubbish

09:34 PM | Swarup: Cheat

09:35 PM | Swarup: Before you I listened same thing 100 times

09:35 PM | Swarup: Bloody\*\*\*\*\*

09:35 PM | Swarup: Just credit my money now

09:36 PM | Swarup: Bloody cheat

09:37 PM | Tariful from Customer support: Sir, we apologize for this issue. We can feel your frustration but please do not lose your patience. We are suggesting you kindly wait some more time. Our experts are working for you all. They are processing so many funds at a time,



07:49 PM | Swarup: You cheat don't talk bullshit

07:50 PM | Swarup: I have been listening this for last 2 months

07:50 PM | Swarup: Daily your experts ask 24 hours ..and nothing happens

07:51 PM | Swarup: You fraud

07:53 PM | Towfiqur from Customer support: We apologize for this inconvenience caused, but we kindly advise you to wait as our billing department is awaiting a response from the payment provider and their response times are erratic. You will definitely receive an update on the funds once our billing department receives new information from the payment provider.

08:23 PM | Swarup: After how many months?

08:24 PM | Swarup: You...son \*\*\*\*\* playing with my money

08:26 PM | Towfiqur from Customer support: Your request has been accepted by the billing department and they are currently following up with the payment provider in regards to this query. We kindly advise you to wait, you will definitely receive an update from us once we receive one from the billing department on this query. We apologize for any inconvenience caused by these delays.

-- April 20, 2025 --

08:26 AM | Swarup: Where is my money ...you fraud

08:27 AM | Lamia from Customer support: Our professionals are already aware of this information, and they are presently attempting to resolve the problem. We understand how upsetting this problem has been for you.

08:28 AM | Swarup: Shut up

08:28 AM | Swarup: You cheat

08:29 AM | Swarup: 2 months passed

08:29 AM | Swarup: You are still trying

08:29 AM | Swarup: Don't make me to spit bad words

08:30 AM | Swarup: Cheat

08:30 AM | Swarup: Cheat

08:30 AM | Lamia from Customer support: I 鈇蠶 I speak with our expert team and let them know how much of an inconvenience this has been for you. Have patience it will be solved soon

08:31 AM | Swarup: Talk to them and let me know now

08:33 AM | Lamia from Customer support: Dear Customer, Your deposit has been forwarded to our expert team for verification. Please bear with us. Our expert team is working on your deposit processing. We will notify you immediately when there is any new update from our expert team. Thank you.

08:55 AM | Swarup: Shut up

08:55 AM | Swarup: You said exactly same thing one month ago

08:55 AM | Lamia from Customer support: Dear Sir, If I were in your situation, I would too find that frustrating. Please don't be concerned; we'll solve your problem as soon as it is possible.

08:59 AM | Swarup: As soon as possible means how many months?

09:13 AM | Lamia from Customer support: Dear Customer, Your deposit has been forwarded to our expert team for verification. Please bear with us. Our expert team is working on your deposit processing. We will notify you immediately when there is any new update from our expert team. Thank you.

09:24 AM | Swarup: Don't provoke me to use bad words.

09:24 AM | Swarup: How many you said this?

09:24 AM | Swarup: You said this 2 months ago

09:24 AM | Swarup: Mother\*\*\*\*\*

09:25 AM | Lamia from Customer support: Sir We apologies for the inconvenience we understand your situation and we apologies for that we know we are taking more time than expect we apologies for the delay we assure you that you money is on safe hand and we hope your issue will be solve soon. We are sending a reminder to our expert to solve your issue as soon as possible . We assure you that your problem will be solve soon we are trying our level best to solve your issue as soon as possible . We request you to give us some time to work and solve your issue .

09:30 AM | Swarup: How much time ?

09:30 AM | Swarup: 2 months not enough?

09:37 AM | Lamia from Customer support: 唉嚟三唉距Z喇回口 唉嚟多唉一唉班口唉 唉回△唉苦三唉o唉嚟 唉怵 唉忖E喇嶺O 唉膏三喇嶺K唉班唉瞻 唉膏喇回△唉 唉怵M唉 唉忖唉班 唉口喇嶺△唉嚟么 唉膏三唉膏唉嚟焯 唉膏三唉距H唉距θ 唉瞻口唉距口 唉氛 唉粪唉焯 唉瞻口唉涎唉么イ 唉嚟三唉班 唉嚟淋△喇 唉嚟班 唉 唉怵 唉膏三唉膏唉嚟焯 唉嚟K唉么唉 唉漆θ喇嶺O 唉瞻△唉焯 唉嚟班喇嶺△唉苦唉班イ

09:45 AM | Swarup: What are they doing for 2 months?

09:47 AM | Lamia from Customer support: 唉膏三喇嶺三唉距θ唉苦△ 唉施唉班唉灌,唉嚟K唉么唉 唉:唉嚟多唉漆唉焯唉 唉嚟氛唉喇回口 唉漆θ喇嶺O 唉嚟三唉距Z喇回口 唉嚟多唉粪喇嶺 唉Σ喇回口 唉瞻唉涎 唉嚟唉攀唉喇 唉一唉撞O唉监 唉灌O唉监 唉涎啣 唉O唉监 唉瞻口喇 唉o口喇嶺O喇嶺O 唉o口喇恰θ 唉嚟三唉距Z喇回口 唉膏唉△ 唉△唉瞻唉么イ 唉嚟三唉距Z喇回口 唉嚟多唉粪喇嶺 唉Σ 唉嚟K唉么唉 唉:唉嚟漆唉 唉嚟班O喇回O唉苦唉怵口 唉瞻唉 唉瞻口唉涎唉 啣 唉嚟 唉嚟三唉距Z喇回口 唉嚟多唉粪喇嶺 唉Σ喇回口 唉瞻唉涎 唉△唉瞻 唉么△喇恰θ 唉瞻唉么 唉嚟K唉:唉 唉嚟Q唉 唉嚟三唉班 唉忖喇疥喇嶺ψ唉么唉 唉嚟K唉距θ唉瞻 唉漆唉么唉喇 唉一唉啣 唉oθ喇嶺O唉嚟

12:48 PM | Swarup: Shut up you fraud

12:48 PM | Swarup: Mother\*\*\*\*\*

12:49 PM | Lamia from Customer support: Sir, we apologize that we are unable to give a

