



hilla lundahl <hillalundahl@gmail.com>

Final Warning Before Escalation – €9,169 Pending Since Feb 28

10 messages

hilla lundahl <hillalundahl@gmail.com>
To: support@caxino.com

Wed, Mar 26, 2025 at 5:27 PM

Hello,

My name is **Hilla Lundahl**, and I have now waited since **28 February** for a withdrawal of **€9,169**. Despite submitting **every single document** you have requested – including updated and valid proof of address – I still haven't received my money.

Your only response has been to "wait for the relevant department", which is not acceptable after this long delay.

At this point, it appears that you are either:

1. Deliberately delaying the payment
2. Looking for excuses to withhold my rightful winnings

I am informing you that unless this is resolved immediately, I will escalate this matter to:

- **eCOGRA**, for formal dispute resolution
- **Askgamblers.com**, including a public complaint

I have been fully compliant and transparent. If I don't receive payment or a justified legal explanation by the end of this week, I will proceed with these actions.

This is your final chance to resolve this matter internally.

Sincerely,
Hilla Lundahl

hilla lundahl <hillalundahl@gmail.com>
To: support@caxino.com

Mon, Mar 31, 2025 at 12:27 PM

I assume I will have to take this further and make a report.

[Quoted text hidden]

Ada from Rootz <support@caxino.com>
Reply-To: Ada from Rootz <support@caxino.com>
To: hillalundahl@gmail.com

Thu, Apr 3, 2025 at 3:09 PM

Hei Hilla,

Kiitos yhteydenotostasi.

Pahoittelut vastaamisen viivästymisestä. Näyttäisi, että pelitilisivahvistus on vielä vaiheessa, elikkä sinun tulisi ladata tilillesi yksi dokumentti sen varmistamiseksi. Lataisitko ystävällisesti seuraavan, sinulta pyydetyn dokumentin kohdasta "Tilini" > "Tunnistautuminen":

**Tiliote, josta ilmenee talletus meidän kasinollemme ja viimeisen 30 päivän tapahtumat ajalta:
27/01/2025 - 27/02/2025**

- Pankkitilin vahvistusta varten tarvitsemme sinulta tiliotteen PDF -muodossa. Tiliotteesta meidän pitää pystyä tarkistamaan seuraavat tiedot: etu- ja sukunimesi, pankin logo, IBAN, ja BIC.

Huomioithan, että emme voi käsitellä mahdollisia kotiutuksia ennen kuin kaikki pyydettyt dokumentit on toimitettu ja tarkastettu ja tilisi vahvistettu.

Ystävällisin terveisin,
Ada
Asiakaspalvelu

[Quoted text hidden]

hilla lundahl <hillalundahl@gmail.com>
To: Ada from Rootz <support@caxino.com>

Fri, Apr 4, 2025 at 10:07 AM

Hi Ada,

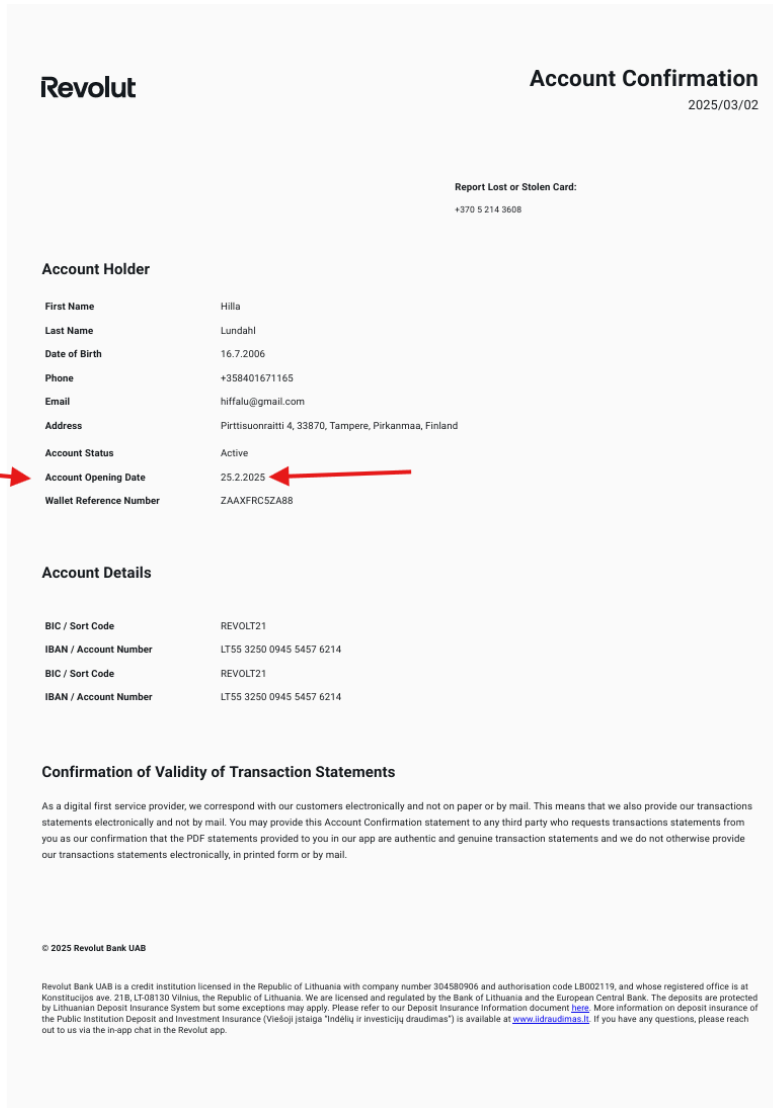
As I have already tried to explain to you several times, my Revolut account was opened on the **25th of February 2025**, which makes it **impossible** for me to provide a bank statement from **January**, as you are requesting. I've already told you this before, but it seems you are not able to grasp this simple fact.

It's becoming increasingly clear to me that this is just a tactic to **stall the process** and make it unnecessarily difficult for me to access my winnings.

Nevertheless, once again, I am attaching **proof that my bank account was opened at the end of February**, along with a **bank statement covering the period from the account opening until April**.

Verify my account now, or I will escalate this case further and provide **all supporting evidence** to the relevant authorities.

Best regards,
Hilla Lundahl



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2 attachments

account_confirmation (2).pdf 35K

revolut tiliote.pdf 34K

Ada from Rootz <support@caxino.com>
 Reply-To: Ada from Rootz <support@caxino.com>
 To: hillalundahl@gmail.com
 Cc: support@caxino.com

Mon, Apr 7, 2025 at 6:30 PM

Hello Hilla,

Thank you for getting back to us.

We would like to sincerely apologize for the misunderstanding. We have forwarded the information you provided to the relevant department that is looking into the matter and we will update you via email as soon as we know more.

Thank you for your patience.

Kind regards,
Ada

Customer Support

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hilla lundahl <hillalundahl@gmail.com>
To: Ada from Rootz <support@caxino.com>

Wed, Apr 9, 2025 at 1:05 PM

Well hurry up.

I have got this same exact response everytime when I have explained this for you guys.

[Quoted text hidden]

Jose from Rootz <support@caxino.com>
Reply-To: Jose from Rootz <support@caxino.com>
To: hillalundahl@gmail.com

Sun, Apr 13, 2025 at 4:13 PM

Hey,

Lets hope we get an answer soon as possible! We will update you via email as soon as we know more.

[Quoted text hidden]

hilla lundahl <hillalundahl@gmail.com>
To: Jose from Rootz <support@caxino.com>

Tue, Apr 22, 2025 at 9:22 AM

It has gone 9 days now.... What are you guys doing?

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hilla lundahl <hillalundahl@gmail.com>
To: Jose from Rootz <support@caxino.com>

Wed, Apr 23, 2025 at 5:20 PM

????

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Tuuli from Rootz <support@caxino.com>
Reply-To: Tuuli from Rootz <support@caxino.com>
To: hillalundahl@gmail.com

Thu, Apr 24, 2025 at 7:35 PM

Hi Hilla,

This matter is still under relevant department's investigation. We are sorry for the inconvenience. Hopefully this will be handled soon.

Kind regards

Tuuli

Customer support

4/29/25, 3:00 PM

Gmail - Final Warning Before Escalation – €9,169 Pending Since Feb 28

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