

Transcripts:

Agent Nelson has joined the chat.

[12:17:51] **Nelson:** 🎉 Welcome to Starzbet — Big Wins Start Here! 🎉🔥 100% Welcome Bonus — Start strong today! 🎰 100% Super Scatter Bonus — Spin & win more! 💰 5% Instant Deposit Bonus on every deposit! 📈 Boosted Odds — Bigger sports wins! ⚠️ Please let us know which language you prefer to receive support in, and we will assist you accordingly 🗣️ Hey, i am Nelson! Welcome to Starzbet Live Support! How may I be of assistance?

[12:18:45] **MR CRAIG STANTON:** Nelson, i am absolutely furious. I have emailed StarzBet numerous times to close my account due to gambling concerns. Put me through to a manager, right now.

[12:19:43] **Nelson:** I'm checking your transaction. I will keep you waiting for a short time. Please do not leave the line.

It's been a while since your last response. Please respond within the next few minutes or this chat will be ended.

[12:22:53] **MR CRAIG STANTON:** Ok

[12:26:04] **Nelson:** I'm sorry to keep you waiting. I provide control of your transactions.

[12:26:35] **MR CRAIG STANTON:** Brother you make no sense, stop talking about my transactions.

[12:26:50] **MR CRAIG STANTON:** Find me a manager, now.

[12:28:26] **Nelson:** hold the line please

Agent Halil has joined the chat.

Agent Nelson has left the chat.

Agent Halil has turned on Auto Translation.

[12:28:51] **Halil:** Hello Mr. Craig, how are you?

[12:29:08] **MR CRAIG STANTON:** Absolutely furious

[12:29:36] **MR CRAIG STANTON:** I have emailed StarzBet 4 times to close my account due to gambling concerns and its not been actioned, im actively being ignored.

[12:29:51] **MR CRAIG STANTON:** I have lost an additional £3000 since i asked to close due to my gambling addiction

[12:30:13] **MR CRAIG STANTON:** Meaning you have failed your own responsible gambling guidelines and those of your regulators.

[12:30:55] **Halil:** Mr. Craig, I can understand you, but you are participating in games of chance, and there is a possibility of winning as well as a possibility of losing. We cannot manually process the membership cancellation. If you do not log in to your membership for a while, your membership will be deactivated by the system.

[12:31:56] **MR CRAIG STANTON:** Halil, on your own website it states i can ask for self exclusion. Which i have. Your own regulators make it clear that you MUST offer the chance to close your account, are you dumb?

[12:32:47] **Halil:** You can set limits to distance yourself, but we cannot manually close your membership. If you do not log in to your membership for a while, your membership will be deactivated by the system.

[12:33:48] **MR CRAIG STANTON:**
Really?

The visitor has sent a "Visitor" data-action="VisitorAddTextMessage">

[12:34:01] **MR CRAIG STANTON:** What does that say Halil?

[12:34:10] **MR CRAIG STANTON:** Please tell me.

[12:34:54] **Halil:** Mr. Craig mentioned the process of distancing yourself. As I have indicated to you, you have the option to distance yourself. We are unable to manually process membership cancellation.

[12:36:20] **MR CRAIG STANTON:** Halil, my friend. You do realise that this chat is going to be saved and sent to your regulators, right? I would suggest that you stop being thick. Also i have placed "distancing" restrictions numerous times including loss limits, they have been manually removed by yourselves on every instance without my consent.

[12:36:49] **MR CRAIG STANTON:** Which again, by the way, is against your own regulators terms and conditions.

[12:38:00] **MR CRAIG STANTON:** Also, i find it funny that you have a link to responsiblegambling.org when you literally have zero controls for responsible gambling 🤔

[12:38:08] **Halil:** It is not possible to lift the limits without your knowledge in the form you have specified, Mr. Craig. You can distance yourself by limiting yourself; the account closure process cannot be carried out manually through the live support line. If you do not log in to your membership for a while, your membership will be closed by the system.

[12:39:06] **MR CRAIG STANTON:** Halil, yes it has happened numerous times. And ive emailed the support team 4 times. Ive not tried to do it over live support. It might help if you actually listened.

[12:39:15] **MR CRAIG STANTON:** So what now?

[12:39:22] **MR CRAIG STANTON:** Do you want proof of my emails?

[12:39:56] **Halil:** If you do not log in to your membership for a certain period as I have indicated, your membership will be deactivated by the system and you will be informed via email.

[12:40:39] **Halil:** Is there a different topic you would like me to help you with?

[12:40:45] **MR CRAIG STANTON:** why does your website contain self exclusion guidance then?

[12:40:52] **MR CRAIG STANTON:** Answer me that question.

[12:41:16] **Halil:** You can limit yourself through the option to distance yourself, and if you do not log in to your membership for a while afterwards, your membership will be canceled by the system.

[12:41:19] **Halil:** It will be taken into account

[12:41:33] **MR CRAIG STANTON:** Answer. The. Question.

[12:42:08] **Halil:** The self-exclusion guide works in the way I have indicated to you; unfortunately, no other process can be applied.

[12:43:01] **MR CRAIG STANTON:** If you request permanent self-exclusion, the account will remain closed indefinitely.

[12:43:10] **MR CRAIG STANTON:** REQUEST

[12:43:18] **MR CRAIG STANTON:** R E Q U E S T

[12:43:42] **Halil:** Unfortunately, account closure cannot be processed through the live support line. If you do not log in to your membership for a while, your membership will be made inactive by the system.

[12:43:51] **Halil:** Is there any other topic you would like me to help you with besides this one?

[12:44:07] **MR CRAIG STANTON:** Oh my god. Ive not tried to do it via the live support line. Ive emailed.

[12:44:15] **MR CRAIG STANTON:** Why are my emails being ignored?

[12:44:33] **Halil:** You will be notified via email after your membership is closed.

[12:44:46] **Halil:** Manual account closure cannot be performed.

[12:45:33] **MR CRAIG STANTON:** Brother, i wish you a very good day. You have provided all the proof i need to raise a complaint with your regulators and ask for a chargeback of all transactions made.

[12:45:42] **MR CRAIG STANTON:** Well done you.

The transcript will be sent to "craigstainton@yahoo.com" after the chat ends.

[12:46:42] **Halil:** If there is no other topic you would like me to assist you with, a notification will be sent to you via email after your membership is closed.

[12:48:00] **MR CRAIG STANTON:** Believe me, you have helped more than you will ever know. Imagine just sitting there and telling me you have zero self exclusion policy despite it being a necessary requirement of your regulators.

[12:48:16] **MR CRAIG STANTON:** Couldnt have asked for a better support experience.

[12:48:45] **Halil:** I did not mention to you that there is no exclusion policy, Mr. Craig. I stated that the account closure process could not be performed manually through the live support line.

[12:49:26] **MR CRAIG STANTON:** And i mentioned to you numerous times that i have emailed to which you said multiple times it cant be done manually.

[12:49:59] **Halil:** Manual processing cannot be done through the live support line. I repeat, Mr. Craig, you will be informed via email after your membership is closed.

[12:50:25] **MR CRAIG STANTON:** I emailed on the 6th May 2026.

[12:50:31] **MR CRAIG STANTON:** Ive sent 4 emails since then.

[12:50:59] **MR CRAIG STANTON:** Why am i being ignored? Do you not think that having a gambling addiction is a serious thing?

[12:51:24] **Halil:** You are not being ignored Mr. Craig, you will be informed after your transaction is completed.

[12:51:49] **MR CRAIG STANTON:** I have had no response, which is akin to being ignored.

[12:52:06] **MR CRAIG STANTON:** I am still able to log into the account and place bets despite my addiction.

[12:53:10] **MR CRAIG STANTON:** I want you to inform whoever looks after your email department and demand they respond to my request. And to refund any deposits made after i asked to be excluded.

[12:54:28] **Halil:** Mr. Craig's email department has been informed about your transaction rights. You will be notified after your transaction is completed. During this process, you can limit yourself through the option to withdraw. It is not possible to return losses incurred from participating in games by investing at your own discretion. You are playing games of chance, and the probability of winning is...

[12:54:41] **Halil:** The probability of loss is also present, just like the probability of gain.

[12:55:38] **MR CRAIG STANTON:** Halil, its absolutely within my legal right in any jurisdiction to recoup funds where i have asked to be self excluded and been allowed to continually make deposits.

[12:56:11] **MR CRAIG STANTON:** If you dont refund it, ill go to your regulators and my bank to get the funds another way.

[12:56:24] **Halil:** Unfortunately, you have participated in investments by providing funding at your own discretion, and the profit status of these investments is unclear.

[12:56:40] **Halil:** You can create a withdrawal request, but unfortunately, a refund cannot be provided in case of loss.

[12:57:42] **MR CRAIG STANTON:** You keep telling yourself that buddym

[12:57:57] **Halil:** Is there a different topic you would like me to help you with?

[12:58:20] **MR CRAIG STANTON:** Anyway, this has gone on long enough. Youve provided all the information i need. I hope your company loses its licence when i make these complaints.

[12:58:49] **Halil:** I wish you a good day, you will be informed via email after your membership cancellation request is processed.

[12:59:31] **MR CRAIG STANTON:** Have a wonderful day Halil, thankyou for all your help 🙏😊

The visitor has left the chat.

The chat is ended.(13:01:00)

Chat Info

ID: 71a99359-6290-4476-a561-d8af3adccc5f

Name: MR CRAIG STANTON

Email: craigstainton@yahoo.com

Department:

Agents: Nelson; Halil;

Start Time: 2026/05/09 12:17:51

End Time: 2026/05/09 13:01:00

Product Service:

Phone:

Username : Stainton108

Custom Fields:

Attachment: [Screenshot_20260509_123331_Chrome.jpg](#)