Chat started on 22 Mar 2024, 04:06 PM (GMT+0)

(04:06:38) \*\*\* Nick Scheuner joined the chat \*\*\*

(04:06:38) Nick Scheuner

huhu

(04:07:05) \*\*\* Siana joined the chat \*\*\*

(04:07:09) Siana

Hello! Welcome to Customer Support Service!

My name is Siana and I will be assisting you today.

(04:07:16) Nick Scheuner

Ask

will it still be paid out today? it's the 3rd day today.

It would be nice if it didn't take over a week like last time.

In addition, the withdrawal method is the same as the deposit method for both Litecoin.

(04:07:16) Siana

Kindly note, that at the moment you are connected to our English customer support, however, our chat uses auto-translate mode, therefore, please feel free to keep using your language!

Please keep in mind that some errors in translation may occur, but we hope this function will allow us to help you to the best of our ability.

(04:07:22) Siana

Would you mind holding on for a few minutes while I am checking this?

(04:07:28) Nick Scheuner

yes

(04:09:02) Siana

Thank you again for waiting.I have checked your withdrawal and there seems to be a

delay in processing.

I would like to assure you that this is nothing to worry about and that your withdrawal is

safe.

We kindly ask you for some patience while your withdrawal is being processed and we

apologize for any inconvenience caused.

Once the process is complete, you should immediately receive an email confirmation.If

you have any other concerns do let me know.

In general, I can see that you have been waiting longer than the standard processing

time so in such cases we ask our players for a bit more patience with clear

understanding that you already waited some time.

(04:10:43) Siana

Is there anything else I can do for you?

(04:11:13) Nick Scheuner

and approximately how long? in days?

(04:11:17) Nick Scheuner

:D

(04:12:02) Siana

Thank you for the question.

Since I am not directly part of the Finance team I don’t have direct access to their

schedules.

However, I can assure you that our team is doing their best to process all our players'

Withdrawals as soon as possible.

In cases like this, what is needed is just a little more patience with clear understanding

that you already waited some time.

(04:12:58) Nick Scheuner

hm ok then i wait

(04:13:04) Siana

Is there anything else I can do for you?

(04:13:14) Nick Scheuner

nope that was all thanks

(04:13:23) Siana

Thank you for reaching out to us !

We appreciate your sincere feedback and would like to ask you to rate the assistance you have received.

If there is any other query that we can help you with - please do not hesitate to come back in Live Chat. Have a great remainder of your day and enjoy your time on our site!

(04:14:31) \*\*\* Nick Scheuner has rated the chat Good \*\*\*

(04:14:45) \*\*\* Nick Scheuner left the chat \*\*\*