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| **Chat started on 25 Mar 2024, 02:09 PM (GMT+0)** | |
| **(02:09:31)** | *\*\*\* Nick Scheuner joined the chat \*\*\** |
| **(02:09:31)** | **Nick Scheuner** hi |
| **(02:09:39)** | *\*\*\* Misa joined the chat \*\*\** |
| **(02:09:44)** | **Misa** Hello! Welcome to Customer Support Service!  My name is Misa and I will be assisting you today. |
| **(02:09:51)** | **Nick Scheuner** hi Misa, |
| **(02:09:53)** | **Nick Scheuner** its day 4 with the weekend day 6 how long could it be to withdraw with the same as deposit methode? |
| **(02:11:52)** | **Nick Scheuner** How come crypto withdrawals take longer than any other withdrawal method? |
| **(02:14:45)** | **Misa** Please give me a few minutes to check this for you and I will be back with an answer shortly. |
| **(02:15:58)** | **Misa** Thank you 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, the status of your withdrawal will be updated in your balance history. |
| **(02:17:05)** | **Nick Scheuner** Unfortunately that is not an answer to my question |
| **(02:18:25)** | **Misa** Nick, your withdrawal request is under review is not about the payment method |
| **(02:19:27)** | **Misa**  I can assure you that our team is doing their best to process all our players withdrawals as soon as possible. |
| **(02:20:57)** | **Misa** Is there anything else I can help you with? |
| **(02:21:53)** | **Nick Scheuner** Let's wait and see, it certainly looked different last time. The streamer was even made to believe that I had chosen the wrong payout method, that it was not LTC as I had specified, even though the LTC payout also corresponded to the deposit method. |
| **(02:23:00)** | **Nick Scheuner** Otherwise I have no further concerns, thank you |
| **(02:24:04)** | **Misa** The Finance department will review your request and will update you as soon as posible |
| **(02:25:21)** | **Misa** Thank you for your patience! |
| **(02:25:37)** | **Misa** Is there anything else I can help you with? |
| **(02:25:45)** | **Nick Scheuner** nope thanks |
| **(02:26:34)** | *\*\*\* Nick Scheuner left the chat \*\*\** |