

From Oshi Support Team <8370151+L2XZQ@tickets.livechatinc.com>

Tu 16. Oct 01:52

To Me <jacksonmaybach@tutanota.com>

Re: Ticket #L2XZQ: Account Closure - Duplicate

Ticket reopened

## Account Closure - Duplicate



[jacksonmaybach@tutanota.com](mailto:jacksonmaybach@tutanota.com) (mailto:jacksonmaybach@tutanota.com)

Tue, 10/16/18 6:52 am

I chatted with support about this issue. I told them I had another account [mitchellosu@tutanota.com](mailto:mitchellosu@tutanota.com) (mailto:mitchellosu@tutanota.com) <mailto:mitchellosu@tutanota.com> (mailto:mitchellosu@tutanota.com) I told them I would like to close the old account which I do not use anymore - I declined the welcome bonus on this new account.

There was no intention to fraud anyone. But please please please allow me to get my deposit at least? I am relying on this money for food this week.

I told chat support about the other account and they said it is fine they would just have to close the other account and I would not receive any bonuses.

Please understand. Please advise.

JMMMitchell

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16. Oct 2018 01:21 by [8370151+L2XZQ@tickets.livechatinc.com](mailto:8370151+L2XZQ@tickets.livechatinc.com)

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(mailto:mailto:8370151+L2XZQ@tickets.livechatinc.com)>:



Support Agent

Tue, 10/16/18 6:21 am

Dear Mitchell,

We want to inform you that unfortunately, your account has been closed and the winnings confiscated as you violated the rules of our casino and created more than 1 account.

Each player can create only one (1) personal account.

Creating multiple Player Accounts by a single player can lead to termination of all such accounts.

<https://oshi.io/help/tcs> (https://oshi.io/help/tcs)

Sorry for the inconveniences.

Best regards,

Oshi Casino Support Team