
Your chat transcript with lobby.planet7casino.com:3572 (11 Dec 2018, 03:09 PM GMT)

1 mensaje

Chat Transcript <noreply@zopim.com>

11 de diciembre de 2018, 10:43

Para: cruz.vanessa@gmail.com

Chat Transcript with Visitor 1544542581

Chat started on 11 Dec 2018, 03:09 PM (GMT+0)

(03:09:28) **** Vanessa Garcia joined the chat ****

(03:09:30) **Casino Support Center** : Hi, we see you are having a problem logging in. Chat with us, maybe we can help

(03:09:38) **Vanessa Garcia**: Hello!

(03:09:42) **Vanessa Garcia**: good morning

(03:09:50) **Vanessa Garcia**: im writing because icant make any deposit

(03:10:17) **Vanessa Garcia**: and also because i would like to know about my withdrawal

(03:10:33) **** Sheily Smith joined the chat ****

(03:10:53) **Sheily Smith**: The Deposit Center would be better to assist you with that. I'll transfer you over to them now, okay?

(03:11:27) **Vanessa Garcia**: ok thanks

(03:12:55) **** Sheily Smith has transferred chat to Deposit Assistance ****

(03:12:58) **** Sheily Smith left the chat ****

(03:14:19) **** Jerry Carter joined the chat ****

(03:14:20) **Jerry Carter**: Hey!

(03:16:37) **Vanessa Garcia**: hi

(03:16:53) **Vanessa Garcia**: im writing because icant make any deposit and also because i would like to know about my withdrawal

(03:21:47) **Vanessa Garcia**: hello

(03:24:42) **Jerry Carter**: Still waiting on a word back from our security team.

(03:25:16) **Vanessa Garcia**: ok

(03:25:20) **Vanessa Garcia**: thanks

(03:29:42) **Jerry Carter**: We regret to inform you that your casino access has been revoked. The decision is, unfortunately, non-reversible. Any casino account can be closed based solely on our discretion as part of our policies to ensure game fairness, the safekeeping of company assets, and our third-party processors. Your understanding is appreciated.

(03:31:34) **Vanessa Garcia**: why?

(03:31:40) **Vanessa Garcia**: but my withdrawal?

(03:32:45) **Jerry Carter:** In this case anything owed to you will be refunded.
 (03:33:01) **Jerry Carter:** But I do not believe the payout will be processed.
 (03:33:11) **Vanessa Garcia:** what you mean?
 (03:33:29) **Vanessa Garcia:** so i wont receive my checks?
 (03:34:44) **Vanessa Garcia:** i already sent everything that the casino ask me for, the pictures and everything and i beleive in you, you have to pay me
 (03:37:03) **Visitor 1544542581:** actually i recommend people to play with you ,
 (03:40:16) **Jerry Carter:** I am sorry but there is not much else I can do about this.
 (03:40:37) **Visitor 1544542581:** but why you are not paying me?
 (03:40:49) **Visitor 1544542581:** this is a fraud
 (03:43:08) ***** Visitor 1544542581 left the chat *****

NAME Visitor 1544542581
EMAIL —
PHONE —
LOCATION Avon, United States
URL <https://lobby.planet7casino.com:3572/Lobby.aspx?SkinId=3&LLF=1&useHTMLDialogs=1&livechat=true&rememberpwd=true&forgotpwd=true&forgotuser=false&nwacctdisabled=false&nwacctembd=false&nwaccturl=http%3A%2F%2Fwww.planet7casino.com%2Fsignup%2Flobby.php%3Fcef%3D1&realvisible=true&realenabled=true&funvisible=true&asknwacct=false&countrieslistexclude=UMCR&stateslistexclude=AAAEAP&ispremier=1&forgotpwdurl=&forgotusurl=&dfltcountry=&downloadid=5878392>
DEPARTMENT Deposit Assistance
SERVED BY Jerry Carter
RATING None
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