

LiveAgent

Chat transcript

Hi John Pukallus,

We are sending you the chat transcript you requested.

Oliver (18:54:45): Hello! Thank you for messaging us, how can I help you?

John Pukallus (18:55:19): Hi, My Balance just disappeared and now shows zero. I had \$1059. Can you tell me what has happened.

Oliver (18:55:45): Give me a moment please, I will contact technical department about your question

Oliver (18:58:04): As I can see, your bonus was canceled, I will request logs from your account, it will take couple of minutes, please wait

John Pukallus (18:58:15): ok

Oliver (19:00:02): Unfortunately, your bonus was expire, because there is 72 hours to play it. Bonus was activated three days ago

John Pukallus (19:00:30): Where does it say 72 hours.

Oliver (19:01:21): Bonus duration - 3 days.

You can check it in Bonus T&C

John Pukallus (19:03:36): Well I cant find it. So I deposit \$100, you have some fine print for 3 days bonus and I lose my winnings and my original deposit.

Oliver (19:08:23): If you don't use bonus balance you can't lose your real money.

T&C of firs deposit bonus (C-A)

Triple the money and 100 Free Spins should guarantee a fun start, right?

The minimum deposit to get bonus unlocked is €20 (twenty euros) or \$20 (twenty dollars).

Only a single deposit of €/\$20 or more will trigger the bonus. After choosing the deposit method and sum the bonus choice menu will appear. Choose a bonus of your preference and proceed with the deposit process. **(please make sure that you have no active bonuses at the moment).** Once the deposit is completed the bonus money amount and free spins will be automatically credited to your account.

This offer is not available for Skrill / Neteller systems

Any amount deposited exceeding €/\$25 would max out the bonus and Free Spins but not

more.

100 Free Spins on Northern Sky are available to any sum that triggers the bonus meaning any deposit from €20 and more will automatically grant you the full 100 Free Spins.

Free Spin winnings count as bonus winnings and will be added to your bonus balance.

Deposit bonus and Free Spins are available on both the desktop and mobile versions of the site.

Wagering requirements of x25 apply for the bonus and deposit sum and x50 for the bonus money won from awarded Free Spins.

Maximal bet 0.5 EUR \ AUD \ USD \ 50 RUB

Bonus duration - 3 days.

If you have any questions regarding this bonus please contact customer support.

Bet it All general Terms and Conditions apply.

John Pukallus (19:11:33): Your current terms and conditions for the Welcome first deposit bonus pack does not mention the 3 days.

John Pukallus (19:11:51): On your website i mean.

Oliver (19:14:33): Unfortunately, we can't change our T&C every time when we have new bonus promotion, that's why all bonus T&C are in bonus description

John Pukallus (19:15:27): So my \$1059 balance goes to zero and that is the end of it as far as you are concerned.

Oliver (19:16:46): Unfortunately, there is nothing we can do with it

John Pukallus (19:21:40): If I had known about the 3 day play through requirement I would have played through and got some of my winnings back. But the fine print got me. I don't think that is fair and it is a reflection on your operations as an online Casino. Enjoy my \$1000.

Oliver (19:23:56): Can I help you with anything else?

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