

Felix (02/07/2019, 12:40:02): Hello . How may I help you?
Me (02/07/2019, 12:40:19): I tried to withdraw my £50 more than a week ago and it still isn't in my bank account.
Me (02/07/2019, 12:40:20): Why
Felix (02/07/2019, 12:41:28): In order to check this, can you please confirm your full name, email address and date of birth?
Me (02/07/2019, 12:41:46): [CENSORED FOR ASKGAMBLERS UPLOAD]
[CENSORED FOR ASKGAMBLERS UPLOAD]
[CENSORED FOR ASKGAMBLERS UPLOAD]
Felix (02/07/2019, 12:42:48): Thank you
Felix (02/07/2019, 12:45:49): I have checked [CENSORED FOR ASKGAMBLERS UPLOAD] and I can see that we require a copy of your ID, and copies of your bank cards ending in *[CENSORED FOR ASKGAMBLERS UPLOAD] and *[CENSORED FOR ASKGAMBLERS UPLOAD]
Me (02/07/2019, 12:45:59): no you do not
Me (02/07/2019, 12:46:02): you have got my documents
Me (02/07/2019, 12:46:09): I emailed them and you have not replied
Me (02/07/2019, 12:46:27): I have sent two emails
Felix (02/07/2019, 12:46:47): When did you send these email and from what address please ?
Me (02/07/2019, 12:47:32): They were sent on

Wed 19/06/2019 12:19

Fri 28/06/2019 19:56

Me (02/07/2019, 12:47:38): from [CENSORED FOR ASKGAMBLERS UPLOAD]

Me (02/07/2019, 12:47:50): to

support@netbet.com

Me (02/07/2019, 12:48:08): The last message says "hello,

it's been more than a week since I sent you all the things you asked for and I haven't heard anything back. how long does this take ? I am very disappointed and will definitely complain if I don't get my money back.

thank you for your time,

[CENSORED FOR ASKGAMBLERS UPLOAD] "

Felix (02/07/2019, 12:48:36): Thank you , I have checked and unfortunately, we do not have any email message from you

Me (02/07/2019, 12:48:40): you are lying

Me (02/07/2019, 12:48:44): I am complaining

Me (02/07/2019, 12:49:01): You are stealing my money

Felix (02/07/2019, 12:49:35): I am sorry you feel that way, however, I am naming facts here, and this is a fact. Your money are not going anywhere, and will be pending in your account until we get your documents, therefore, I strongly advise you to send them again, or upload them from your account

Me (02/07/2019, 12:49:47): Tell me what is the email address

Felix (02/07/2019, 12:50:01): The one you have mentioned, support@netbet.com

Me (02/07/2019, 12:50:05): stay on this message

Me (02/07/2019, 12:50:08): I will send them now

Felix (02/07/2019, 12:50:21): Great

Felix (02/07/2019, 12:50:24): I will wait

Me (02/07/2019, 12:50:44): thank you :)

Felix (02/07/2019, 12:51:15): My pleasure

Me (02/07/2019, 12:52:43): I have sent all my documents again

Me (02/07/2019, 12:52:50): and now I have spent much of my time trying to get my own money back

Felix (02/07/2019, 12:53:56): I will check

Felix (02/07/2019, 12:54:04): [CENSORED FOR ASKGAMBLERS UPLOAD] yes ?

Me (02/07/2019, 12:54:07): yes

Felix (02/07/2019, 12:54:47): I have checked and still no email. Could you upload them straight into your account ?

Me (02/07/2019, 12:54:58): yes let me check your website

Felix (02/07/2019, 12:55:01): Thank you

Me (02/07/2019, 12:57:45): Ok is this working?

Me (02/07/2019, 12:57:48): The website is not clear
Felix (02/07/2019, 13:00:10): No, we have not received them
Felix (02/07/2019, 13:00:23): I am not sure what is happening there
Felix (02/07/2019, 13:00:29): Could you try and send them via email from another email address ?
Me (02/07/2019, 13:00:47): I have proof that they are being sent by email
Me (02/07/2019, 13:01:00): I will be complaining because this is a bad thing
Me (02/07/2019, 13:01:02): to steal my money
Me (02/07/2019, 13:01:20): I will try your website again
Felix (02/07/2019, 13:01:25): That is not relevant as long as we do not receive them , unfortunately. And again, no one is stealing your money
Felix (02/07/2019, 13:01:26): Alright
Felix (02/07/2019, 13:01:29): It was nice talking to you.

Have a nice day ahead.