

Karlo12:21 pm

what for?

I logged in from Australia on vacation and you blocked my account, I am back now and trying to log in

12:22 pm

I haven't even played from their and it's not my fault your site doesn't warn me when I access it from a different country on casumo in croatia I get a warning pop up strait away when I open the page

12:23 pm

Seems really unprofessional from your end

Ryan12:23 pm

Yes, Australia is a restricted country.

Karlo12:23 pm

yes

12:24 pm

but how am i to know that and I didn't even play

I am just saying as a software developer it's not hard to implement a warning message to show the player he is accessing from a restricted site country*

and not banning or what ever you did with my account

Ryan12:25 pm

You will not be able to since it is a restricted country. As I explained, we are waiting to hear from the relative department.

Karlo12:25 pm

yes but I am in Croatia now

So I don't get what's the issue

Ryan12:27 pm

It still shows your in Australia. Regardless, we still need to wait until the relevant department gets back to us. I will not be able to open the account at this time.

Karlo12:28 pm

I don't know how you see me from Australia

as I am not in australia, and you haven't had a login from me so you can't even have this information

but regardless this feels unprofessional and your team didn't even respond to my message in 3 days

I will be making an official complaint to askgambler

12:29 pm

as this is ridiculous, your support team and site has kept me from my money for over a month now with my account fully verified

Ryan12:29 pm

I can see you said to my colleague that you moved to Australia.

Karlo12:30 pm

I was on vacation

I moved my location of cours

And regardless

I didn't even play

So I didn't do anything wrong

12:31 pm

If you have me logging in from Australia and spending an euro on your site

feel free to take away my money

Ryan12:31 pm

I do not have the authority to open the account at this time, Karlo. As I have explained, we need to wait until the relative department get back to us.

Karlo12:31 pm

I know you do in fcat

And I have waited for you incapable team for enough

I have literally done nothing wrong

12:32 pm

And telling me you see me in Australia, and then confirming that is untrue

you lied to me

I will have this chat on askgambler for people to see

12:33 pm

At this point this is completely unprofessional from your team, and you can't make a fool of me with simple lies as I have a masters in Software engineering I know what you can do and can't do

12:34 pm

I believe I have quit a strong case to make this an issue on askgambler, as it's been some time now you keeping me away from my money and not because of technical difficulties or something, just because your team hasn't had sufficient knowledge to carry out their tasks

Ryan12:34 pm

I can assure you we would not lie. I have explained to you the situation and we need to wait until the relevant department to get back to us.

Karlo12:34 pm

you lied friend

when you told me you can see me from Australia when in fact you can't

12:35 pm

You just assumed

and there's a difference

Firstly, if it wasn't for you incapable support and underperformance of financial team

12:36 pm

My money never would have been sent to a mastercard having me from a Country where that isn't possible

then when I myself have to do everything from my side with the bank (with your team doing nothing) to prove that this isn't possible you finally give me my money back

12:37 pm

and then you block my account for logging in while I am on vacation while your site can't even recognise and warn me that I can't play (and also I didn't even play at all I logged in and contacted support as I had a question for them, and I told them why I was in Australia and they blocked my account without asking me anything)

Ryan12:37 pm

Your account was blocked because your were in a restricted jurisdiction.

Karlo12:38 pm

Yes, but i haven't played I just logged in to contact the support to ask them a question about withdrawing the money if it was a proper site, it would warn me

Ryan12:38 pm

I understand you say you are not there, but regardless, we need to hear back from the relative department first.