



Department: Slots_Support

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Your Question: What exactly am I supposed to do with this bonus balance? There are no games I can play with it... Sure I can exchange them for 25% of their value.. but I am still required to make wager requirements on this balance. Doesn't seem very fair to me

Operator: Marco Arroyo

09:12 **Your Question: What exactly am I supposed to do with this bonus balance? There are no games I can play with it... Sure I can exchange them for 25% of their value.. but I am still required to make wager requirements on this balance. Doesn't seem very fair to me**

09:12 **Please wait and one of our operators will be with you shortly.**

09:13 **You are now chatting with Marco Arroyo (CS) - Slots_Support**

09:13 **Marco Arroyo:** Thank you for contacting customer service department. Let me check your account. One moment, please!

09:14 **Southernhunny-SLT34497335864:** Had u known this to begin with, I would have not wasted my money or time here

09:14 **Southernhunny-SLT34497335864:** Had I*

09:16 **Marco Arroyo:** thank you for holding!

09:16 **Southernhunny-SLT34497335864:** No problem

09:17 **Marco Arroyo:** the bonus is given in order to extend the play time on the site

09:17 **Marco Arroyo:** you can exchange it for cash to play

09:17 **Southernhunny-SLT34497335864:** How is it fair to grant bonus money when there are no games that can be played on it?

09:18 **Southernhunny-SLT34497335864:** Does that mean I only have to do 25% of the wager requirements then?

09:18 **Marco Arroyo:** yes, I understand your point

09:18 **Southernhunny-SLT34497335864:** I mean if I can only exchange them for 25% of their face value?

09:19 **Marco Arroyo:** Correct that is how the exchange rate is set

09:19 **Southernhunny-SLT34497335864:** U understand it but is that doing me any good? Or do u just mean u understand that this system is completely unfair?

09:20 **Southernhunny-SLT34497335864:** Do I only have 25% of the wager requirements when I exchange them?

09:20 **Southernhunny-SLT34497335864:** U doesn't need to be called a 300% match bonus then bc you are only giving 25% of that 300%

09:20 **Southernhunny-SLT34497335864:** That is false advertising

09:20 **Marco Arroyo:** not sure about your last question, let me check

09:23 **Southernhunny-SLT34497335864:** Seems like y'all would have had every aspect of this site up and going before you started accepting deposits... There are no parlay games and certainly no bingo games to use these bonus bucks on

09:28 **Southernhunny-SLT34497335864:** And while I am at it, the lucky bonus given in the amount of \$5, how is one to accumulate any points towards it? I have deposited twice now and have not accumulated the first point. I am assuming bc they do not accumulate for the mobilots games. BUT THAT IS THE ONLY GAMES YOU OFFER

09:30 **Marco Arroyo:** Thank you for holding!

09:30 **Southernhunny-SLT34497335864:** No priblem

09:30 **Southernhunny-SLT34497335864:** Problem*

09:31 **Southernhunny-SLT34497335864:** So, what did you find out?

09:32 **Marco Arroyo:** actually, you can use the bonus in the slot games in the games that are at the end

09:33 **Southernhunny-SLT34497335864:** Which ones are those?

09:36 **Southernhunny-SLT34497335864:** Caesar is the last game showing and it doesn't work there

09:36 **Marco Arroyo**: please check in the other games in that final line
09:36 **Southernhunny-SLT34497335864**: There are no other games showing
09:37 **Southernhunny-SLT34497335864**: Mobilots is the only provider that will come up
09:37 **Marco Arroyo**: I have forward your question about the bonus exchange and the wagering to our management, I will send you an email as soon as they reply
09:37 **Southernhunny-SLT34497335864**: Ok in the meanwhile where are these games u mentioned?
09:38 **Marco Arroyo**: are the ones in the same line where Caesar is
09:39 **Southernhunny-SLT34497335864**: There are no other ones
09:39 **Marco Arroyo**: but remember that the system will spend first the cash and then it will use the bonus
09:39 **Southernhunny-SLT34497335864**: Tell me the title of the games and I will manually search them
09:40 **Marco Arroyo**: Legend of the sea, Halloween Toons
09:41 **Marco Arroyo**: etc
09:41 **Marco Arroyo**: but remember that the system will spend first the cash and then it will use the bonus
09:41 **Southernhunny-SLT34497335864**: I have no cash balance
09:41 **Southernhunny-SLT34497335864**: It is all bonus now
09:42 **Marco Arroyo**: I see you have still \$0.20 cash
09:43 **Marco Arroyo**: do you want me to remove it so the system will change to the bonus balance
09:43 **Southernhunny-SLT34497335864**: Yes
09:43 **Southernhunny-SLT34497335864**: If that is the only way to get them to work
09:45 **Marco Arroyo**: yes, it has been removed. please try again
09:45 **Southernhunny-SLT34497335864**: Gimme a minute and I'll check
09:46 **Southernhunny-SLT34497335864**: Nope. Doesn't work
09:48 **Marco Arroyo**: ok let me check
09:48 **Southernhunny-SLT34497335864**: Now it shows \$0 balance...
09:48 **Southernhunny-SLT34497335864**: So bonus money isn't being counted
09:52 **Marco Arroyo**: ok, I am checking with our IT department, I will contact you via email as soon as they reply to me
09:53 **Southernhunny-SLT34497335864**: This is not at all fair nor good business

Helpdesk: <https://kayako.support.bingo/>