

[REDACTED]

Hi [REDACTED]

My name is [REDACTED] and I am a Supervisor with the bet365 Team.

I am reaching out to you following an email that we received which has been brought to my attention to escalate further.

I would like to firstly apologise for the service that you have received. Secondly, I would like to assure you that your experience has been escalated to Senior Management and the matter will be investigated.

Please accept my apologies at this time, I can assure you this will be investigated appropriately at Senior Management level.

Thank you for your time.

Know when to stop. Don't go over the top. Gamble responsibly. Help is close at hand.
Visit www.gamblingaware.nsw.gov.au or contact Gambling Help Online on 1800 858 858
or www.gamblinghelponline.org.au.

Kind regards,

[REDACTED]
Customer Accounts Supervisor
The bet365 Team

For answers to our most common queries, visit [Help](#). Alternatively, [Contact Us](#).

bet365 offers pre-commitment and is governed by the NT & SA Codes of Practice. Please see our Responsible Gambling pages for more information - [Responsible Gambling](#).

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[REDACTED]

Dear [REDACTED]

I would like to bring to your attention my recent unpleasant experience with bet365. Whether this email finds you or block by an office staff member I have no idea, however I think its important for you to understand the shameful way I was treated by your staff in Malta & UK. As a founder of a company, I personally would like to know what is happening in my business, so hope you do too!

Do with this email what you will. I personally believe the treatment of customers like this is unacceptable and I would like to know that this type of behaviour would not happen to others. Yes, I probably have enough evidence to maybe take legal action, but life is too short for that. What I would like to see is change!

Having my wife & kids ask me are you going to get your money dad and any email updates dad for over 4 weeks is something I will take a little while to get over, but I will because I have great support not only from friends, family & others.

Again, [REDACTED] I hope this email finds you & you take the time to read what I experienced.

Regards

[REDACTED]