Customer Support and Case Handling

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Support and disputed case

- **Contact owner:** JV Casino: live chat, support@jv.casino and complaints@jv.casino. support@jvcasinoofficiali.com belongs to the editorial project.
- **Channel purpose:** Chat — prompt help with JV-MISSION-SPORT-01; complaints@jv.casino — formal complaint; editorial email — questions for the author.
- **Channel:** JV-CHAT-01 — Live Chat; Telegram and JV Partners were not used instead of this channel.
- **Operating hours:** Operator chat 24/7; the actual first response time is described separately from the round-the-clock schedule.
- **Communication language:** Polish in JV-CHAT-01; English is available as a separate language of contact. The nine interface languages are not declared to be nine confirmed live operator languages.
- **Subject:** After three qualifying bets, the due 40 PLN freebet of the daily mission did not appear.
- **Reference number:** JV-CHAT-01 — local ID of the reference; linked to JV-COUPON-01/02/03 and JV-MISSION-SPORT-01.
- **Submission time:** 14.11.2026 12:00:00+01:00 — submission of the reference after the completed condition was recorded.
- **First automatic response:** Auto-reply 12:00:02+01:00, after 2 s; it is not included in the employee's first response metric.
- **First substantive response:** First substantive response 12:01:25+01:00, after 85 s from submission.
- **Transfer to another employee:** The employee transferred three ID to the promo department within the same chat; no new reference and no re-queueing were created.
- **Resolution time:** Resolution 12:08:00+01:00; full time from submission 480 s, or 8 min. This already includes waiting for the first response.
- **Financial correction:** Credited 40 PLN freebet; the cash win 25,70 PLN JV-COUPON-01 was not recalculated again.
- **Reason for rejection:** In the rejection for another situation, a bet with odds below 1,60 does not meet the mission condition; in JV-CHAT-01 all three odds passed the threshold, so there was no final rejection.
- **Outcome:** Resolved: the reward 40 PLN freebet appeared in the profile, its status is available for use; the initial delay remained a shortcoming of the automatic crediting.
- **Material for the dispute:** Review kit: ID of three coupons, accepted odds, mission text, record of the zero initial reward and chat history; the kit description is not a link to created receipts.
- **Reopening:** I reopened the chat history and the mission card after the resolution; the freebet 40 PLN was retained, no duplicate crediting occurred.
- **Related ID of the disputed coupon:** JV-COUPON-01/02/03 → JV-MISSION-SPORT-01 → JV-CHAT-01 → +40 PLN freebet.
- **Transfer between Telegram and Live Chat:** There was no Telegram → Live Chat transfer in JV-CHAT-01; all time points belong to a single chat.
- **Range of the first substantive response:** In JV-CHAT-01 there is an exact pair 12:00:00–12:01:25, so the response is given as 85 s; the general speed range of other references is not replaced by this.

- **Moment of actual resolution:** 14.11.2026 12:08:00+01:00 — the reward is reflected in the profile, not merely promised by the employee.
- **Amount of the credited correction:** Initially 0 PLN freebet, adjustment +40 PLN, final denomination 40 PLN; this amount was not added again to the cash balance.
- **Final status of the disputed case:** The cash settlement of the three coupons was completed separately; the promo dispute was closed with the crediting of the freebet, and the automatic delay is noted in the support assessment.

Support, complaints and responsible play

- Operator channels — live chat 24/7 and support@jv.casino. The widget interface contains search, contact with support and dialogue history. In the saved PL interface, the widget is localized into Polish. The PL and EN storefronts declare separate FAQ for bonuses, payments and account. The footer shows the brand's channels Discord, Instagram, Messenger, Pinterest, Telegram, WhatsApp and X. An additional block of links contains Threads and TikTok with the designation JV, as well as YouTube and Snapchat, which relate to additional links JV Casino. The local contact configuration provides for contact via chat and email. Chat and the published email are used for contact; the telephone channel is not included in the current route. Contact details and response time are set out in the support passport.

JV Casino channels

- <https://discord.gg/efqWh7E7QU>
- <https://telegram.me/+Vrt1BejITZxkNGEy>
- <https://whatsapp.com/channel/0029Vb7GBFaLI8YTkFLqR02c>
- <https://www.instagram.com/jv.insta_online/>
- <https://www.messenger.com/t/435926806281050>
- <https://www.pinterest.com/jv_game/_created/>
- <https://www.threads.com/@jv.threads_online>
- <https://www.tiktok.com/@jv_game>
- <https://x.com/*jvcasino*>

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Welcome to JV.Casino. We offer a diverse selection of online casino games, including slots, table games and live dealer options. Our goal is to provide a wide choice of games that suit different preferences and guarantee that you will always find something new to discover.

At JV.Casino we value customer support. Our team is available to help with any questions or issues. You can contact us via email at support@jv.casino or use our fast online chat service, which operates 24/7 for your convenience.

We focus on reliability and quality. Our platform is designed to provide a safe and fair gaming environment, using the latest technologies to ensure a smooth experience.

We also offer a range of bonuses and promotions to enrich your gaming experience. From welcome offers to ongoing promotions, our bonus policy is designed to add value to the time you spend with us.

Thank you for choosing JV.Casino. We are here to provide a simple and enjoyable gaming experience.

Related documents

- Complaints and Dispute Resolution (17-11-2026-complaints.pdf) · section “Complaints, user reviews and external assistance”