

roleta 365

Hello, First i will apologise for bad english if you dont understand me, i tried to combine google translator. One day in February, i opened account with bet365 and i made deposit to the website. i sent them all my documents for verification and they sent a message that account is verified and i can withdraw. i betted and won some money and decided to withdraw and i did, after 24hrs my money was not paid and i went to chat to ask why. they told me my account was under review and i do not know why. after another 24 hours they said it is still under review. The 3rd day, they closed my account and asked me to send a new identification and selfie and pvc code. I sent the identification and selfie but since i did not get the pvc code i was waiting and asked them and they said it will take 28 working day. After 31 days, i went again to chat and asked for the code since i did not get it and the post office said they did not get it. They told me they sent it but i want them to resend another one. i asked them to send another one. They told me they have sent, the next day i asked again the agent to make sure it was sent, they said NO, so i started the procedure again and after that, the agent confirmed he sent it. On 14th april, i received this code and i happily sent it to bet365 and they said to me the code is incorrect, i forwarded the letter to them and they said the code was for the first letter and so i have to wait again for the second letter. This is becoming like a fraud to me because i do not understand why i have to wait for another letter that has the same address, name and everything the same except a different code. They sent the letter to verify my address, so i got the letter why do they need to get the second before they can verify my address. Then i went to the post office and asked them for the tracking number of the letter, and when it was sent, the post office said it was sent