

General Info	
Chat start time	Jul 8, 2011 7:40:49 AM EST
Chat end time	Jul 8, 2011 7:52:04 AM EST
Duration (actual chatting time)	00:11:14
Operator	Derreck

Chat Transcript	
<p>info: Please wait for a site operator to respond. info: You are now chatting with 'Derreck' Derreck: Welcome to WinPalace Casino, this is Derreck, how can I help? you: hello! Derreck: Hello :) you: i want to know if players from Romania are allowed to play for real money at win palace casino ? Derreck: yes you can :) you: this is nice for me then :) Derreck: If you need any further assistance, please do not hesitate to contact us. We will be happy to help anytime! you: if so, please can you check to see if i already have an account at this casino ? you: my name is Constantin Denis George Derreck: May I have your email, please? you: and my home address is - Str. Petrolistilor , no. 40 City - Boldesti-Scaeni , region Prahova , country Romania , postal code 105300 Derreck: May I have your email, please? you: yes.. but i have many email addresses i can tell you all of them of course, but i think you would be better if you can try by home address Derreck: no your email is your best for me you: ok you: those are: you: XXXXXX@yahoo.com XXXXXX84@gmail.com XXXXXX@aol.com XXXXXX@yahoo.com XXXXXX@yahoo.com XXXXXX@gmail.com XXXXXX@gmail.com XXXXXX@aol.com XXXXXX@aol.com XXXXXX@gmail.com XXXXXX@ymail.com you: those are all that need to be checked Derreck: I am sorry but there is no account under your name or emails which means you will need to open up a new account you: yes, thats fine. i will do so right away, i just wanted to be sure that i will have no duplicate accounts. Derreck: If you need any further assistance, please do not hesitate to contact us. We will be happy to help anytime! info: Your chat transcript will be sent to luXXXXds@gmail.com at the end of your chat. you: sure, thank you very much ! you: and have a great time next ! Derreck: :)</p>	

General Info	
Chat start time	Jul 8, 2011 9:03:26 AM EST
Chat end time	Jul 8, 2011 11:20:24 AM EST
Duration (actual chatting time)	02:16:58
Operator	Rupert

Chat Transcript	
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info: Please wait for a site operator to respond.
info: You are now chatting with 'Kyle'
Kyle: Welcome to WinPalace Casino, this is Kyle, how can I help?
you: hi there.. i just tried to register one account and it says that the email address is already registered
Kyle: May I have your Username?
you: my email address is luXXXXds@gmail.com
you: i do not have an account but the username i have tried to register is PlayHunter
Kyle: Just a moment please.
Kyle: Your patience is appreciated, I will be with you shortly.

info: Your chat transcript will be sent to luXXXXds@gmail.com at the end of your chat.
you: can you tell me what was that about ?
Kyle: Just a moment please.
you: sure ok
Kyle: I just emailed you the username , However I do not have access to your password. You can use our "Forgot Password" feature to retrieve your password. Just click it and enter your email and it will be sent to you.
you: lol.. yes, ok thanks but it seems i had an account already
you: right ?
you: minutes ago (befor our chat) Derreck just told me that i do not have any account registered
Kyle: Righy
Kyle: Please check my email
you: yes, i have received your email
Kyle: Great
you: but please take a look at my chat log between me and Derreck
you: Derreck is you team mate
Kyle: Right. How can I help ?
Kyle: Unfortunately Derreck is no longer here in the office
you: he told me that i do not have any account registered with WinPalace
Kyle: Ok , you do
you: i gaved him all of my email addressess and personal details name, home address date of birth
Kyle: Ok , I will send him an email about it
Kyle: Is there anything else I can assist you with at this time?
you: if would have choosed to register now with a different email address i would have had duplicae accounts which is not allowed ? right
Kyle: Rlght , you cant have more than 1 account
you: and this is against the t&c`s and could void all of my money at any point
you: well ? then why Derreck was leading me in error ? when i have asked him my situation on this casino
Kyle: I will deactivate the other account you have .
Kyle: Please do not open more than 1 account
you: well what is the other account ? i have more than one ??
you: and also please answer to my previous question, why Derreck was leading me in error
Kyle: I do not know . Im not Derreck
Kyle: My name is Kyle
Kyle: But I will take care of it
you: i see, but Derreck is your team mate
Kyle: I will let Derreck know about it
you: ok, now back to my situation
you: you just said you will deactivate my other account
Kyle: Right. Done
you: what mens that ? ive had even more than one account when i was told i had no one ?
Kyle: Do not worry about it . You can use the user I just emailed you .
you: ok, yes i will do so and when i saw the nickname i even remember when i have registered it
Kyle: Great

you: but what whas the duplicate account ? (username)
Kyle: I cannot give this information on chat
Kyle: Sorry
you: lol, why ?
Kyle: Because I cant
you: ok, send it to my email
you: it was PlayHunter registered today ?
Kyle: The other account is no longer active
you: because i saw i was not able to register it
you: this is what the system told me
you: confirm me if it was PlayHunter registered today ? or another one
Kyle: Please do not register again . Use the username I emailed you
Kyle: Another one
you: omg! do i have more than those two ?
Kyle: No
you: thats crazy, you know ?
Kyle: Just 1 account is active now
you: ok fine.. and i will use LuckyDenis from now on and i will also keep this chat log registered
Kyle: Great
Kyle: Have fun
Kyle: If you need any further assistance, please do not hesitate to contact us. We will be happy to help anytime!
you: but can you email me my other deactivated nickname account ?
Kyle: No sorry .
Kyle: Its no longer active
you: if this is not also possible then means you must have some written terms about that, correct ?
you: i want to see them
Kyle: Please :
Kyle: <http://www.winpalace.com/en/terms-and-conditions/.aspx>
you: it is because that one whichever it is that one have also my personal details on it
you: yes i have read that terms and conditions already
you: and yes i know that only one account is allowed, as i stated before and agreed
Kyle: May I call you ?
you: but nowhere is stated there that support agents are not allowed to tell the nicknames involved in duplicate accounts to owned
you: owner* of account/s
Kyle: Sorry I cant give this information on chat
Kyle: You can email to support@winpalace.com
you: yes, you can call me [+40732257445](tel:+40732257445)
Kyle: And ask for this information
you: on the phone you can give it to me ?
Kyle: Is there anything else I can assist you with at this time?
Kyle: No
you: ok, but as i said i want to see what terms does not allow you to communicate me this info
you: note that the standard t&c`s does not apply
you: the one you sent me are general terms and not include this particular situation
Kyle: Let me transfer you to one of my co-workers
info: Please wait while I transfer the chat to 'Rupert'.
info: You are not currently in a chat session.
info: You are now chatting with 'Rupert'
Rupert: Yes
Rupert: What is it that you want?
you: hello!
Rupert: Hi there :)
you: ok, let me explain
Rupert: Ok
you: few hours ago i was checking with Derreck (WinPalace live chat support operator) if i

have any account registered with WinPalace casino

Rupert: Ok

Rupert: May I have your email, please?

you: i gave him all of my personal details: date of birth home address and full name plus all of my 11 email addresses i have

Rupert: I only need your email

you: let me explain you all and then we go back to your question, please

you: ok ?

you: -ok.

you: And Derreck confirmed me that i DO NOT HAVE any ACCOUNT registered with WinPalace casino.

Rupert: OK

Rupert: Regardless

Rupert: to What Derreck said

Rupert: I can see if you have an account with us or not

Rupert: So lets start over

you: Gladly after that chat i was going to register one account with WinPalace casino.

you: and then, SURPRISE!

Rupert: Sir

Rupert: We can make this long chat short

you: my email address (luXXXXds@gmail.com) i tried to register was already in the system

you: let me explain you please..

Rupert: What is the username you tried to register/

you: do not interrupt, please.

you: the username i have tried to register today was PlayHunter , but i was unsuccessful.

you: then i was coming back to the live chat

Rupert: Ok, there is no user under that name

Rupert: And the email does not appear on our system

Rupert: You will have to try

Rupert: to use another email

you: Kyle helped me in recover one o my old accounts LuckyDenis

Rupert: Perhaps there was a system error

Rupert: Yes,

you: e did good and i am fine with that! - also yes I DO remember i have registered an account under that nickname (i remembered it when it was shown to me by Kyle)

Rupert: Ok,

you: BUT now another BIG SURPRISE: Kyle told me that I EVEN HAVE MORE THAN THAT ACCOUNT !!?

Rupert: playhunter2 is an account you have

you: and that he deactivated my other account. - which is also fine i do not want to have duplicate accounts

Rupert: and the other account is closed

Rupert: I still do not understand

Rupert: what is it you want?

you: yes. (thank you for providing me the nickname of my other account)

Rupert: do you want to log in and play?

Rupert: do you want a free bonus?

Rupert: what is it that you want?

you: yes, Kyle did not wanted to communicate me the name of this other account

Rupert: we are chatting for 10 minutes already with out a specific point

you: i may want a ree bonus (but this is another story)

you: i think you have remarked that i did requested you patience from the start of this chat right?

Rupert: You already got 30\$ free bonus

you: ok, thank you for that! but i still want more info about my situation, please

you: so: now i can be a bit shorter (at least i can try)

Rupert: Yes what would you like to know?

you: 1. why derreck was leading me in error ?

Rupert: You probably provided him with information that was not exact

Rupert: What is the offer you received
you: **you are not right on this affirmation**
Rupert: What is the offer you received?
you: **i gaved Derreck all of my 11 email address i have own, and personal details, you can check my chat log between me and him.**
Rupert: Probably there was a typo on some of them
you: **His answer was: ``you do not have any account registered with winpalace``.**
Rupert: Ok
Rupert: Does not matter
Rupert: what is the message you received? what was the offer amount?
you: **pretty clear he was leading me in error, and having duplicate accounts can void all money in and from any account! which i dont see it quite right after you (as a player) hae previously checked with one live chat support agent**
you: **i did not requested and did not received any offer from Derreck ! (only erroneus info)**
Rupert: Not derreck
Rupert: you were asking me
Rupert: to give you a free bonus
Rupert: a few minutes agi
Rupert: ago
Rupert: did you receive any offer?
you: **well about that one i saw that you have confirmed me that i have got 30\$ bonus on my account LuckyDenis**
you: **i have not checked that, do you want me to do so ?**
Rupert: Ok, you want 30\$ free bonus ?
you: **yes, why not ?**
Rupert: Ok
Rupert: I will have to check it
you: **but i repeat you, not the bonus was my mission here, but to clarify some points**
Rupert: with my manager
Rupert: Please hold
you: **first one was about Derreck, as i told you.**
you: **and second one is about Kyle:**
Rupert: The points you try to clarify will not affect the position of both Derreck or Kyle both are great operators and humans and if one of them made a mistake
Rupert: it does not matter...
you: **he told me that he could not communicate me what the username for my other account was PlayHunter2**
Rupert: Sir
you: **why was that ?**
Rupert: Leave those posits and lets get to the real business
Rupert: You will NOT manage to affect Kyle or Derrecks position in the casino
Rupert: Both are highly appreciated
Rupert: workers here
you: **i see your point, and i do not want to affect their positon**
Rupert: that handle pressure
Rupert: Ok,
Rupert: then
Rupert: So regarding that free bonus
Rupert: Please hold
Rupert: I will have to check it
you: **but Kyle even thrown in my eyes winpalace general t&c`s when i was asking him why he is not able to provide me the name of my other account, which, again was not a right thing because that general terms and conditions are not related directly to my case and therefore can not apply**
you: **i have explained this fact to him but he still refused and switched the chat to you**
Rupert: What is the target
Rupert: of what you are saying here?
you: **I think he could even say sorry.. no ?**
Rupert: you want me to say that you are right?

Rupert: He is sorry
Rupert: Ok,
Rupert: due to that
Rupert: I will see if i can offer you some large compensation bonus
you: **i think i is sorry now.. of course, but could be much more simple..**
you: **ok, i thank you for your intention to compensate the inconvenient !**
Rupert: ok... Would you rather him say sorry? or receive that large compensation bonus ?
you: **and yes, you are welcome**
you: **I think that with your offer we can shake our hands ?**
Rupert: Yes.
Rupert: please hold
Rupert: I will have to make a phone call
Rupert: Just a moment please.
you: **Great ! and really thank you for intermediation.**
Rupert: Just a moment please.
you: **yes, i will wait here no problem..**
Rupert: Your patience is appreciated, I will be with you shortly.
you: **sure, please..**
Rupert: Just a moment please.
you: **but it seems that i still have a problem with logging into my LuckyDenis account.. i have clicked and filled ``forgot password`` section, then said that my password will be sent on my email address, but i have received nothing yet (for about 5 minutes?)**
Rupert: I will give it to you
Rupert: in a few minutes
Rupert: Just a moment please.
you: **ok, no problem..**
Rupert: Your password "nom8pass"
you: **thank you!**
you: **yes, now i can log in.**
Rupert: Ok
you: **do i still need to hang on ?**
Rupert: Yes please i am trying to give you the a large one
you: **wow.. thanks, hopefully ill strike it lucky :-)**
Rupert: Just a moment please.
Rupert: Your patience is appreciated, I will be with you shortly.
you: **this must not be an easy task.. lol :-))**
Rupert: lol
Rupert: Constantin, i have checked it and i can not give you a bonus :/
Rupert: sorry
Rupert: If you need any further assistance, please do not hesitate to contact us. We will be happy to help anytime!
you: **great :)**
you: **no problem..**
Rupert: bless your heart
you: **at least you have tried, thank for intention.**
you: **good day !**
Rupert: no problem you too