

Contact Us

Do you have a comment or suggestion? Don't hesitate to reach out to us!

We'd love hearing from you. First, take a look at the bullet points below and see if any of them answers your questions or concerns. If not, please fill out the form and we'll get back to you!

- **Why can't I withdraw funds?** We have a couple of security checks for new accounts, so if you joined less than 2 weeks ago, or if you haven't played through your deposit, automatic withdrawals through the app need to be approved first. Reach out to us below.
- **I canceled a withdrawal process and now my funds are gone!** For security purposes, we hold withdrawal funds as pending for 30 minutes regardless of whether you completed the process. If you wait 30 minutes, the funds will be returned to your account.
- **I entered a bonus code and didn't see it in my account!** Bonuses are processed within 30 minutes of you entering the code, so it should appear within 30 minutes.

Feel free to reach out to us at contact@playerexchange.com with any other questions.

Thanks,

Team Player eXchange