



[REDACTED]

Re: Deposit: Why can't I deposit?

43 meddelanden

bet365 Customer Services <support-eng@customerservices365.com>
Svara: bet365 Customer Services <support-eng@customerservices365.com>
Till: [REDACTED]

11 oktober 2025 kl. 00:14



bet365

Hello [REDACTED]

I will be happy to assist you.

In order to discuss your account, please confirm the following:

- Your username or email address
- Your full name
- Your date of birth
- Your full address, including postcode/zip code
- The telephone number registered to your account

We look forward hearing from you.

Kind regards,
Erick A
The bet365 Team

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

bet365 is committed to Responsible Gambling. To assist you, we offer a range of advice and account options to help you manage your gambling. For more information, visit the [Responsible Gambling](#) section of our website.

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Hillside (Media Services) Limited (registration no. 9171710), Hillside (Trader Services) Limited (registration no. 9171598) each registered in England and Wales with a registered office address at bet365 House, Media Way, Stoke-on-Trent, ST1 5SZ, United Kingdom; Hillside (Gibraltar) Limited (registration no. 97927), Hillside (Sports) GP Limited (registration no. 111829), Hillside (Gaming) GP Limited (registered no. 111830), Hillside (Gibraltar Gaming) LP (registration number 197) and Hillside (Gibraltar Sports) LP (registration number 198) each registered in Gibraltar with a registered office address at Unit 1.1, First Floor, Waterport Place, [2 Europort Avenue, Gibraltar](#); Hillside (UK Sports) LP (registration no. 117), Hillside (Sports) LP (registration no. 118), Hillside (International Sports) LP (registration no. 119), Hillside (Gaming) LP (registration no. 120) and Hillside (International Gaming) LP (registration no. 121) each registered in Gibraltar with a principal place of business at Unit 1.1, First Floor, Waterport Place, [2 Europort Avenue, Gibraltar](#); Hillside España Leisure S.A (CIF no. A86340270) registered in Spain with a registered office address at [Avenida Jaime III, 1, Primera Planta, 07012 Palma de Mallorca, Balearic Islands, Spain](#); Hillside (Australia New Media) Pty Limited (registration no. 148 920 665) registered in Australia with a registered office address at Level 27, [100 Mount Street, North Sydney, NSW 2060, Australia](#); Hillside (New Media Malta) Plc, (registration no c.66039), Hillside (Marketing Malta) Limited (registration number C 69278), Hillside (Sports) ENC, (registration no. P1811), Hillside (Gaming) ENC (registration no. P1812), Hillside (Malta Sports) ENC (registration no. P2057) and Hillside (Malta Gaming) Enc (registration no. P2058) registered in Malta with a registered office address at Office 1/2373, Level G, Quantum House, 75 Abate Rigord Street, Ta' Xbiex XBX 1120, Malta and Hillside (New Media Cyprus) Limited, (registration no. HE 361612) registered in Cyprus with a registered office address at 58 Agiou Athanasiou Avenue, El Greco Building, Office 201, Limassol, 4102, Cyprus. Hillside (Shared Services 2018) Limited and Hillside (New Media Malta) Plc also have places of business at Unit 1.1, First Floor, Waterport Place, [2 Europort Avenue, Gibraltar](#). Hillside (Shared Services US) LLC, Hillside (Technology US) LLC, Hillside (US New Media) LLC, Hillside (New Jersey) LLC, Hillside (Colorado) LLC, Hillside (Ohio) LLC, Hillside (Virginia) LLC, Hillside (Iowa) LLC, Hillside (Kentucky) LLC, Hillside (Louisiana) LLC, Hillside (Indiana) LLC, Hillside (Arizona) LLC, Hillside (North Carolina) LLC, Hillside (Pennsylvania) LLC, Hillside (Illinois) LLC, Hillside (Kansas) LLC, Hillside (Maryland) LLC and Hillside (Tennessee) LLC with a registered office address at Suite 200, Two Greentree Center, [9000 Lincoln Drive East, Marlton, New Jersey 08053, United States](#). Lucky Stream Limited, a limited liability company organized under the laws of Malta, with company number C53884 and having its registered office address at Office 1/2373, Level G, Quantum House, 75 Abate Rigord Street, Ta' Xbiex XBX 1120, Malta. Hillside New Media D.O.O Beograd (registration number 21988375) with a registered office address at [Hadži Melentijeva 46, 11000 Belgrade, Serbia](#). HS Do Brasil Ltda, with CNPJ 47.123.407/0001-70 having its registered office at office at [Alameda Araguaia, 2104, Set 51-A, 5th floor, Centro Empresarial Araguaia Corporate, Barueri - São Paulo](#). For residents of Mexico, this email is sent on behalf of Ganador Azteca, S.A.P.I. de C.V., a Mexican corporation of variable capital incorporated under the laws of Mexico, with address at [Periférico Sur 4121, Fuentes del Pedregal, Tlalpan, 14140, Mexico City, Mexico](#).

On 10 October 2025 at 20:31:47 UTC, [\[REDACTED\]](#) wrote:

Full Name: [\[REDACTED\]](#)
DOB: [\[REDACTED\]](#)
Username: [\[REDACTED\]](#)
Customer Address:
Postal/Zip Code:
Phone Number:
Topic: Deposit
Sub Topic: Why can't I deposit?
Deposit Amount: N/A
Error Message (if applicable) : Access to this section of your account is currently restricted
Payment Method : All

Message: Hi, was gonna withdraw or deposit earlier (I don't even remember), I didn't look very close I just entered the amount and hit the submit button. It then showed some error about the phone number, and upon closing it and looking I saw that my browser/password manager had automatically filled in a family member's number which unluckily enough was saved in there on my laptop as I have let them use the device a few times prior. Now it looks like I can't do anything, when I try to deposit it says "Account Access - Access to this section is currently restricted." and I can't do anything, kind of sad because I would like to re-do it correctly this time, deposit, and play. Would appreciate if there is any potential of getting this resolved because Bet365 is my favorite casino and sportsbook, and I don't like using the competitors as much. Thank you!

This email was generated on behalf of the customer by bet365 webforms.

[KD1VV0-GZL3M]

Till: bet365 Customer Services <support-eng@customerservices365.com>

11 oktober 2025 kl. 01:51

Hi Erick,

Thanks for getting back quickly. Here is the requested information:

- Your username or email address: [\[REDACTED\]](#)
- Your full name: [\[REDACTED\]](#)
- Your date of birth: [\[REDACTED\]](#)

- Your full address, including postcode/zip code: [REDACTED] Malmö, Sweden
- The telephone number registered to your account: [REDACTED]

Please let me know if anything else is needed.

Thank you!

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>
Svara: bet365 Customer Services <support-eng@customerservices365.com>
Till: [REDACTED]

11 oktober 2025 kl. 12:06



bet365

[REDACTED]

Thank you for contacting us regarding your account and providing these details.

I can see that restrictions have been put in place whilst we conduct a review.

This can take up to 24 hours, where I would suggest you attempt to use your account again.

Should the restrictions still be in place after 24 hours, please look to contact us back where we can look to assist you further.

Kind regards,
Alex B
The bet365 Team

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

bet365 is committed to Responsible Gambling. To assist you, we offer a range of advice and account options to help you manage your gambling. For more information, visit the [Responsible Gambling](#) section of our website.

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Level 27, 100 Mount Street, North Sydney, NSW 2060, Australia; Hillside (New Media Malta) Plc, (registration no c.66039), Hillside (Marketing Malta) Limited (registration number C 69278), Hillside (Sports) ENC, (registration no. P1811), Hillside (Gaming) ENC (registration no. P1812), Hillside (Malta Sports) ENC (registration no. P2057) and Hillside (Malta Gaming) Enc (registration no. P2058) registered in Malta with a registered office address at Office 1/2373, Level G, Quantum House, 75 Abate Rigord Street, Ta' Xbiex XBX 1120, Malta and Hillside (New Media Cyprus) Limited, (registration no. HE 361612) registered in Cyprus with a registered office address at 58 Agiou Athanasiou Avenue, El Greco Building, Office 201, Limassol, 4102, Cyprus. Hillside (Shared Services 2018) Limited and Hillside (New Media Malta) Plc also have places of business at Unit 1.1, First Floor, Waterport Place, 2 Europort Avenue, Gibraltar. Hillside (Shared Services US) LLC, Hillside (Technology US) LLC, Hillside (US New Media) LLC, Hillside (New Jersey) LLC, Hillside (Colorado) LLC, Hillside (Ohio) LLC, Hillside (Virginia) LLC, Hillside (Iowa) LLC, Hillside (Kentucky) LLC, Hillside (Louisiana) LLC, Hillside (Indiana) LLC, Hillside (Arizona) LLC, Hillside (North Carolina) LLC, Hillside (Pennsylvania) LLC, Hillside (Illinois) LLC, Hillside (Kansas) LLC, Hillside (Maryland) LLC and Hillside (Tennessee) LLC with a registered office address at Suite 200, Two Greentree Center, 9000 Lincoln Drive East, Marlton, New Jersey 08053, United States. Lucky Stream Limited, a limited liability company organized under the laws of Malta, with company number C53884 and having its registered office address at Office 1/2373, Level G, Quantum House, 75 Abate Rigord Street, Ta' Xbiex XBX 1120, Malta. Hillside New Media D.O.O Beograd (registration number 21988375) with a registered office address at Hadži Melentijeva 46, 11000 Belgrade, Serbia. HS Do Brasil Ltda, with CNPJ 47.123.407/0001-70 having its registered office at office at Alameda Araguaia, 2104, Set 51-A, 5th floor, Centro Empresarial Araguaia Corporate, Barueri - São Paulo. For residents of Mexico, this email is sent on behalf of Ganador Azteca, S.A.P.I. de C.V., a Mexican corporation of variable capital incorporated under the laws of Mexico, with address at Periférico Sur 4121, Fuentes del Pedregal, Tlalpan, 14140, Mexico City, Mexico.

On 10 October 2025 at 23:51:51 UTC, [REDACTED] wrote:
Hi Erick,

Thanks for getting back quickly. Here is the requested information:

- Your username or email address: [REDACTED] (username: [REDACTED])
- Your full name: [REDACTED]
- Your date of birth: [REDACTED]
- Your full address, including postcode/zip code: [REDACTED]
- The telephone number registered to your account: [REDACTED]

Please let me know if anything else is needed.

Thank you!

Den 11 okt. 2025 kl 00:14 skrev bet365 Customer Services <support-eng@customerservices365.com>:

[Citerad text är dold]

[KD1VV0-GZL3M]

12 oktober 2025 kl. 20:19

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi there,

I'm afraid I'm still "banned" from Bet365, kind of sad due to such an "innocent" mistake, it is my favorite site too.

Maybe it is because it is a weekend to be fair, not sure if you work on weekends.

Looking forward to your response.

Thanks!

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>

12 oktober 2025 kl. 21:07

Svara: bet365 Customer Services <support-eng@customerservices365.com>



bet365

Hi [REDACTED]

I'm sorry to hear that you are not able to use your account.

After reviewing your account, I see that your account was suspended after deposit you made.

I think what might happen is that you used this payment method on different account ? Did you have different account previously?

This is why the account got suspended and it was send for review to responsible department.

I understand that waiting time is not ideal and I can imagine the struggle, however this department is currently very busy and overload with work this is why it takes time.

Additionally, I sent the reminder to the department and all we need to do is now wait for the outcome of the review.

Unfortunately, this is all we can do now and it is not something I can speed up for you or do it straight away. The relevant department will review it as soon as they can and we will inform you of the outcome via email.

I'm very sorry for the waiting time as there is no time frame, as long as it takes. Please accept our apologies for any inconvenience this has caused.

Thank you for your understanding and we wish you pleasant evening.

Kind regards,
Katarzyna S
The bet365 Team

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(Ohio) LLC, Hillside (Virginia) LLC, Hillside (Iowa) LLC, Hillside (Kentucky) LLC, Hillside (Louisiana) LLC, Hillside (Indiana) LLC, Hillside (Arizona) LLC, Hillside (North Carolina) LLC, Hillside (Pennsylvania) LLC, Hillside (Illinois) LLC, Hillside (Kansas) LLC, Hillside (Maryland) LLC and Hillside (Tennessee) LLC with a registered office address at Suite 200, Two Greentree Center, 9000 Lincoln Drive East, Marlton, New Jersey 08053, United States. Lucky Stream Limited, a limited liability company organized under the laws of Malta, with company number C53884 and having its registered office address at Office 1/2373, Level G, Quantum House, 75 Abate Rigord Street, Ta' Xbiex XBX 1120, Malta. Hillside New Media D.O.O Beograd (registration number 21988375) with a registered office address at Hadži Melentijeva 46, 11000 Belgrade, Serbia. HS Do Brasil Ltda, with CNPJ 47.123.407/0001-70 having its registered office at office at Alameda Araguaia, 2104, Set 51-A, 5th floor, Centro Empresarial Araguaia Corporate, Barueri - São Paulo. For residents of Mexico, this email is sent on behalf of Ganador Azteca, S.A.P.I. de C.V., a Mexican corporation of variable capital incorporated under the laws of Mexico, with address at Periférico Sur 4121, Fuentes del Pedregal, Tlalpan, 14140, Mexico City, Mexico.

On 12 October 2025 at 18:19:58 UTC, [REDACTED] wrote:

Hi there,

I'm afraid I'm still "banned" from Bet365, kind of sad due to such an "innocent" mistake, it is my favorite site too.

Maybe it is because it is a weekend to be fair, not sure if you work on weekends.

Looking forward to your response.

Thanks!

On Sat, 11 Oct 2025, 12:06 bet365 Customer Services, <support-eng@customerservices365.com> wrote:

[Citerad text är dold]

[KD1VV0-GZL3M]

12 oktober 2025 kl. 21:20

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

Nope, I do not have any other account. This is my only account and it is verified with BankID (Swedish e-identity). I think I recall that the family member's phone number that was accidentally entered by autofill does have a Bet365 account though, because that is how I learned about Bet365 in the first place, so that could be what caused it.

Thanks!

[Citerad text är dold]

13 oktober 2025 kl. 08:24

bet365 Customer Services <support-eng@customerservices365.com>

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [REDACTED]



bet365

Dear [REDACTED],

Thank you for reaching out to bet365.

Please be advised that your account is still undergoing a review by the appropriate department.

We truly appreciate your understanding and patience during this time.

Kindly note that this is a standard procedure, in accordance with our terms and conditions.

To review our Terms and Conditions, please scroll to the bottom of the page and select "Terms and Conditions".

Should you have any further inquiries, please do not hesitate to contact us.

Wishing you a pleasant day.

Kind regards,
Monika S
The bet365 Team

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On 12 October 2025 at 19:21:00 UTC, 
Hi again,

Nope, I do not have any other account. This is my only account and it is verified with BankID (Swedish e-identity). I think I recall that the family member's phone number that was accidentally entered by autofill does have a Bet365 account though, because that is how I learned about Bet365 in the first place, so that could be what caused it.

Thanks!

15 oktober 2025 kl. 05:46

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

I am following up regarding my account, which now shows the message: *"Your account is permanently self-excluded. Neither you nor any person at bet365 is able to re-open your account."*

This is a slightly longer email so that I can clarify exactly what error happened.

I first want to clarify that I did not request self-exclusion. Upon my checks, it appears to have been triggered by a technical error when my browser autofilled my mother's Swish phone number during a deposit attempt.

She has her own Bet365 account and is currently self-excluded through Spelpaus for a short duration, but I am not. I checked this.

Because of this, it seems my account has been incorrectly linked to hers. To be clear:

- We are two separate individuals with different accounts, despite being in the same household and using the same internet connection.
- I have always used my own verified payment methods for deposits and withdrawals. (Why would I not do that?)
- I have never registered for Spelpaus or requested self-exclusion. This seems like a misclassification on your part, not a voluntary action.

Permanently closing my account over a one-time autofill mistake feels pretty disproportionate. Simply rejecting the transaction would have been more appropriate, thus I kindly ask that you escalate this to your compliance team for review.

I respectfully request that my account be reinstated, as the restriction was caused by an accidental use of the wrong phone number **one single time** and not by any attempt to bypass your rules.

I can bet my dime that it won't happen again, as I will disable the password manager from doing this and be removing old information that isn't mine.

Thank you for your time and understanding.

Best regards,

[Redacted signature]

bet365 Customer Services <support-eng@customerservices365.com>

15 oktober 2025 kl. 16:56

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [Redacted email address]



Hi [REDACTED]

I understand that you are looking for assistance following your account being permanently Self Excluded.

Having reviewed your account I can see that following a management review of the account I can confirm they have made the decision to close your account on a permanent basis with no option to reopen. You will no longer be able to use bet365 as a service.

I appreciate that this is not what you were looking to hear today. Unfortunately, no further information can be provided. Our management team reviews accounts regularly and on this occasion have decided that you will be unable to use bet365 moving forward.

We wouldn't look to provide further information regarding this however I can appreciate this is not the outcome that you were looking to receive.

Thank you for your understanding.

Kind regards,
Josh C
The bet365 Team

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

bet365 is committed to Responsible Gambling. To assist you, we offer a range of advice and account options to help you manage your gambling. For more information, visit the [Responsible Gambling](#) section of our website.

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On 15 October 2025 at 03:47:06 UTC, [REDACTED] wrote:

Hi again,

I am following up regarding my account, which now shows the message: *"Your account is permanently self-excluded. Neither you nor any person at bet365 is able to re-open your account."*

This is a slightly longer email so that I can clarify exactly what error happened.

I first want to clarify that I did not request self-exclusion. Upon my checks, it appears to have been triggered by a technical error when my browser autofilled my mother's Swish phone number during a deposit attempt.

She has her own Bet365 account and is currently self-excluded through Spelpaus for a short duration, but I am not. I checked this.

Because of this, it seems my account has been incorrectly linked to hers. To be clear:

- We are two separate individuals with different accounts, despite being in the same household and using the same internet connection.
- I have always used my own verified payment methods for deposits and withdrawals. (Why would I not do that?)
- I have never registered for Spelpaus or requested self-exclusion. This seems like a misclassification on your part, not a voluntary action.

Permanently closing my account over a one-time autofill mistake feels pretty disproportionate. Simply rejecting the transaction would have been more appropriate, thus I kindly ask that you escalate this to your compliance team for review.

I respectfully request that my account be reinstated, as the restriction was caused by an accidental use of the wrong phone number **one single time** and not by any attempt to bypass your rules.

I can bet my dime that it won't happen again, as I will disable the password manager from doing this and be removing old information that isn't mine.

Thank you for your time and understanding.

Best regards,

[REDACTED]

[KD1VV0-GZL3M]

Till: bet365 Customer Services <support-eng@customerservices365.com>

15 oktober 2025 kl. 21:37

Hi again,

Not being able to play on Bet365 doesn't really mean the world to me, rest assured that I can live without it. Stocks are better than gambling anyways.

However, what does concern me as someone who has read many laws on my spare time is the failure to meet basic requirements of the relevant gambling law (such as providing a clear and reasonable explanation when taking action that affects one's account).

Just wondering if the information I provided was passed to them? Otherwise, I can see why they took that decision. It is easy to assume the worst if you don't have any context what so ever other than the system's immense warnings for a one-time technical mistake.

If this information wasn't considered, I'd like to formally request a re-review of my account which I believe I'm entitled to that under the Swedish Gambling Act.

I would hope that you know which one I am referring to, but for complete clarity, the relevant law is: SFS 2018:1138, Chapter 3, Section 1 (which requires licensed operators to conduct their operations in a sound and secure manner, with proper regard for consumer protection).

If the information I provided was indeed taken into account, then I would genuinely love to hear how you resonate taking a permanent action for a one-time mistake! Perhaps you have a different opinion than mine, and that's fine by me, as long as a clear and reasonable explanation as per legal requirement (if not obvious).

Thanks in advance - would love to see some cooperation on your side as well.

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>
Svara: bet365 Customer Services <support-eng@customerservices365.com>
Till: [REDACTED]

15 oktober 2025 kl. 23:31



bet365

Hello [REDACTED],

Thank you for your response regarding your account situation. I appreciate your patience as I provide you with an update.

After a thorough review, I regret to inform you that your account has been permanently excluded following a management decision. I understand that this may not be the outcome you were hoping for, and I truly understand your feelings regarding this matter. Unfortunately, this decision is final, and neither you nor any employee of bet365 will be able to reopen your account.

I also want to advise you against attempting to create a new account, as bet365 has a strict one account per customer policy. Any additional accounts detected by our system will also be closed.

Thank you for your understanding. If you have any further questions or need assistance, please feel free to reach out to us again via email or live chat to speak with a live advisor.

Wishing you a wonderful day ahead.

Kind regards,
Matthieu N
The bet365 Team

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

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On 15 October 2025 at 19:38:15 UTC, [\[redacted\]](#) wrote:

Hi again,

Not being able to play on Bet365 doesn't really mean the world to me, rest assured that I can live without it. Stocks are better than gambling anyways.

However, what does concern me as someone who has read many laws on my spare time is the failure to meet basic requirements of the relevant gambling law (such as providing a clear and reasonable explanation when taking action that affects one's account).

Just wondering if the information I provided was passed to them? Otherwise, I can see why they took that decision. It is easy to assume the worst if you don't have any context what so ever other than the system's immense warnings for a one-time technical mistake.

If this information wasn't considered, I'd like to formally request a re-review of my account which I believe I'm entitled to that under the Swedish Gambling Act.

I would hope that you know which one I am referring to, but for complete clarity, the relevant law is: SFS 2018:1138, Chapter 3, Section 1 (which requires licensed operators to conduct their operations in a sound and secure manner, with proper regard for consumer protection).

If the information I provided was indeed taken into account, then I would genuinely love to hear how you resonate taking a permanent action for a one-time mistake! Perhaps you have a different opinion than mine, and that's fine by me, as long as a clear and reasonable explanation as per legal requirement (if not obvious).

Thanks in advance - would love to see some cooperation on your side as well.

On Wed, 15 Oct 2025, 16:56 bet365 Customer Services, <support-eng@customerservices365.com> wrote:

[Citerad text är dold]

[KD1VV0-GZL3M]

From: [REDACTED] <[REDACTED]@gmail.com>

16 oktober 2025 kl. 00:02

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

Thanks for the response. I have to say, it's becoming increasingly unclear whether my previous messages have actually been read. None of the points I raised were addressed — not the verified context, not the autofill error, not the legal reference to SFS 2018:1138, and not my request for a manual re-review.

Every reply seems to come from a different support agent, which makes it difficult to maintain continuity or confirm whether anything I've submitted has been passed on. This lack of consistency adds to the confusion and makes it harder to trust that a proper review has taken place.

If my information wasn't reviewed, I understand how the decision might have been made. It's easy to assume the worst when a system throws a thousand warnings over a one-time technical mistake with no context. But if this was a genuine management decision, I would appreciate knowing how it was reached. Right now, it looks like a permanent exclusion was triggered by a technical autofill error, with no human review and no explanation. That's disproportionate and fails the basic standards of consumer protection under the Swedish Gambling Act (SFS 2018:1138, Chapter 3, Section 1).

I'm not asking for special treatment. I'm asking for a fair review of a misclassification. You already have my verified BankID, correct Swish number, and account history. If that wasn't reviewed, the decision is flawed. If it was, I would genuinely like to hear the reasoning. Even Cisco's support manages better copy-paste responses, and they don't lock people out over autofill errors.

This situation is making both our days more complicated than necessary. I'm still hoping for cooperation and a proper resolution.

Best regards,

[REDACTED]

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>

16 oktober 2025 kl. 08:25

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [REDACTED]



bet365

Hello [REDACTED]

I appreciate you reaching out to us regarding the restrictions on your account. My name is Geoffrey, and I'm here to assist you.

I understand how frustrating this situation must be for you. Unfortunately, we have made the difficult decision to permanently close your account, with no option to reopen, in accordance with the terms and conditions you agreed to when creating your account.

I regret to inform you that I do not have any additional information to provide at this time.

Nonetheless, I wish you a wonderful day!

We appreciate your understanding in this matter. We are happy to continue assisting you over email, however if you would prefer a more immediate response time please contact via Live Chat. You can view our contact details by navigating to Help and then scrolling to the bottom of the page and clicking on Contact Us. Alternatively please click

here <https://help.bet365.com/en/contact>

Kind regards,
Geoffrey D
The bet365 Team

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

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On 15 October 2025 at 22:02:22 UTC, [REDACTED] wrote:
Hi again,

Thanks for the response. I have to say, it's becoming increasingly unclear whether my previous messages have actually been read. None of the points I raised were addressed — not the verified context, not the autofill error, not the legal reference to SFS 2018:1138, and not my request for a manual re-review.

Every reply seems to come from a different support agent, which makes it difficult to maintain continuity or confirm whether anything I've submitted has been passed on. This lack of consistency adds to the confusion and makes it

harder to trust that a proper review has taken place.

If my information wasn't reviewed, I understand how the decision might have been made. It's easy to assume the worst when a system throws a thousand warnings over a one-time technical mistake with no context. But if this was a genuine management decision, I would appreciate knowing how it was reached. Right now, it looks like a permanent exclusion was triggered by a technical autofill error, with no human review and no explanation. That's disproportionate and fails the basic standards of consumer protection under the Swedish Gambling Act (SFS 2018:1138, Chapter 3, Section 1).

I'm not asking for special treatment. I'm asking for a fair review of a misclassification. You already have my verified BankID, correct Swish number, and account history. If that wasn't reviewed, the decision is flawed. If it was, I would genuinely like to hear the reasoning. Even Cisco's support manages better copy-paste responses, and they don't lock people out over autofill errors.

This situation is making both our days more complicated than necessary. I'm still hoping for cooperation and a proper resolution.

Best regards,

[Redacted]

Den ons 15 okt. 2025 kl 23:31 skrev bet365 Customer Services <support-eng@customerservices365.com>:

[Citerad text är dold]

[KD1VV0-GZL3M]

16 oktober 2025 kl. 15:49

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

Damn, that must be some very confidential information you're holding on to, Geoffrey.

I've asked for a manual review, provided verified identity, explained the autofill error, and referenced Swedish gambling law — and still, all I get is a copy-paste about terms and conditions. Let me be clear: this isn't about your internal policy. It's about whether Bet365 is complying with SFS 2018:1138, Chapter 3, Section 1, which requires that gambling operations be conducted in a sound and secure manner under public oversight, with proper consumer protection. You can find the full legal reference here: <https://lagen.nu/2018:1138#K3>

A permanent exclusion triggered by a one-time autofill mistake, without manual review or contextual assessment, does not meet that standard.

I'm requesting that this matter be handled by a Swedish-speaking agent who understands the legal context and can respond accordingly. I haven't submitted the case to the Swedish Gambling Authority (Spelinspektionen) yet, but I'm starting to run out of patience — and I'd prefer to let them be the judge and save both myself and your support team the energy of another round of copy-paste replies.

Please confirm whether this is possible.

Best regards,

[Redacted]

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>

16 oktober 2025 kl. 16:24

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: EMERO@ERO, REKRE@ERO, REKRE@ERO



bet365

Dear [Redacted],

First of all, I would like to assure you that I have read all of your previous emails.

I am truly sorry to hear that you felt uncertain about whether your previous messages were actually read and that you received responses from different advisors for all of your emails.

I have followed up on your request with the relevant department once again, including the legal reference you mentioned. I understand that this situation is frustrating for you. Unfortunately, our company has made the decision to permanently close your account, with no option to reopen.

This action has been taken in accordance with our Terms and Conditions, which you can view by scrolling to the bottom of the site or by clicking the link below:

<https://help.bet365.com/s/en/terms-and-conditions>

Should you require any further assistance, please do not hesitate to get back in touch.

For quicker responses, I would advise that you contact us via Live Chat. Here, we will be able to assist you live with any issues you might be experiencing. To access our Live Chat, you will need to visit our website > Extra > scroll down to the bottom of the page > select Contact Us > Live Chat.

Kind regards,
Gabor H
The bet365 Team

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On 16 October 2025 at 13:49:50 UTC, [REDACTED] wrote:

Hi again,

Damn, that must be some very confidential information you're holding on to, Geoffrey.

I've asked for a manual review, provided verified identity, explained the autofill error, and referenced Swedish gambling law — and still, all I get is a copy-paste about terms and conditions. Let me be clear: this isn't about your internal policy. It's about whether Bet365 is complying with SFS 2018:1138, Chapter 3, Section 1, which requires that gambling operations be conducted in a sound and secure manner under public oversight, with proper consumer protection. You can find the full legal reference here: <https://lagen.nu/2018:1138#K3>

A permanent exclusion triggered by a one-time autofill mistake, without manual review or contextual assessment, does not meet that standard.

I'm requesting that this matter be handled by a Swedish-speaking agent who understands the legal context and can respond accordingly. I haven't submitted the case to the Swedish Gambling Authority (Spelinspektionen) yet, but I'm starting to run out of patience — and I'd prefer to let them be the judge and save both myself and your support team the energy of another round of copy-paste replies.

Please confirm whether this is possible.

Best regards,

[Citerad text är dold]

[KD1VV0-GZL3M]

[REDACTED]

16 oktober 2025 kl. 16:28

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

Thanks for following up. I would also like to provide the following document: https://www.spelinspektionen.se/globalassets/dokument/engelska/gambling-act-sfs-2018_1138-uppdag-sfs-2024_255.pdf

It is an English-translated version of our gambling act by the gambling authority. Please note **Chapter 13. Player accounts:**

§ 9 If a license holder closes a player account, the player shall be informed in writing thereof and the reasons for the decision.

Thank you.

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>

16 oktober 2025 kl. 16:57

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [REDACTED]



bet365

Dear [REDACTED]

Thank you for getting back to us. I have followed up again with the relevant department regarding the document you provided.

I can confirm that this decision has been reviewed by a superior, and our stance on permanently closing your bet365 account remains unchanged.

I completely understand that this is not the response you were hoping for. However this decision has been taken in line with our Terms and Conditions.

Should you require any further assistance, please do not hesitate to get back in touch.

For quicker responses, I would advise that you contact us via Live Chat. Here, we will be able to assist you live with any issues you might be experiencing. To access our Live Chat, you will need to visit our website > Extra > scroll down to the bottom of the page > select Contact Us > Live Chat.

Kind regards,
Gabor H
The bet365 Team

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

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On 16 October 2025 at 14:30:06 UTC, [REDACTED] wrote:

Hi again,

Thanks for following up. I would also like to provide the following document: https://www.spelinspektionen.se/globalassets/dokument/engelska/gambling-act-sfs-2018_1138-uppdate-sfs-2024_255.pdf

It is an English-translated version of our gambling act by the gambling authority. Please note **Chapter 13. Player accounts:**

§ 9 If a license holder closes a player account, the player shall be informed in writing thereof and the reasons for the decision.

Thank you.

[Citerad text är dold]

[KD1VV0-GZL3M]

Emilio Persson [REDACTED]

16 oktober 2025 kl. 17:33

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

Thank you for confirming that your decision remains unchanged.

However, your response fails to comply with **Chapter 13 §9 of the Swedish Gambling Act (SFS 2018:1138)**, which clearly states:

"If a license holder closes a player account, the player shall be informed in writing thereof and the reasons for the decision."

You've now explicitly refused to provide any reason beyond a vague reference to "Terms and Conditions," despite being presented with the translated legal document from the Swedish Gambling Authority for ease of access, as well as the original Swedish version (found at [Spellag \(2018:1138\) | Sveriges riksdag](#)). This constitutes a documented breach of Swedish law.

To be clear, I understand that this decision likely originates from your management or compliance team, not from you personally. However, since you are the point of contact, I must formally raise the following:

Since Bet365 is now refusing service and declining to provide a lawful reason for doing so, I would like to know what legal basis under GDPR Article 6 you rely on to continue processing and storing my personal data — including name, email, address, SSN, payment methods, and other sensitive information. If there is no longer a valid purpose for retaining this data, I expect it to be erased in accordance with Article 17 – Right to erasure. If I do not receive a lawful justification or confirmation of erasure within 7 days, I will proceed with a formal GDPR erasure request and notify the Swedish Data Protection Authority (IMY).

I hope that we can resolve this issue eventually.

Best regards, [REDACTED]

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>

16 oktober 2025 kl. 18:03

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [REDACTED]



bet365

Dear [REDACTED],

Thank you again for getting back to us.

I would like to let you know that I have raised your complaint to a further review by the relevant department.

Once the review has been done you will be informed via email.

I would like to ask you for your patience and understanding.

Should you require any further assistance, please do not hesitate to get back in touch.

For quicker responses, I would advise that you contact us via Live Chat. Here, we will be able to assist you live with any issues you might be experiencing. To access our Live Chat, you will need to visit our website > Extra > scroll down to the bottom of the page > select Contact Us > Live Chat.

Kind regards,
Gabor H
The bet365 Team

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On 16 October 2025 at 15:33:21 UTC, [REDACTED] wrote:

Hi again,

Thank you for confirming that your decision remains unchanged.

However, your response fails to comply with **Chapter 13 §9 of the Swedish Gambling Act (SFS 2018:1138)**, which clearly states:

"If a license holder closes a player account, the player shall be informed in writing thereof and the reasons for the decision."

You've now explicitly refused to provide any reason beyond a vague reference to "Terms and Conditions," despite being presented with the translated legal document from the Swedish Gambling Authority for ease of access, as well as the original Swedish version (found at [Spellag \(2018:1138\) | Sveriges riksdag](#)). This constitutes a documented breach of Swedish law.

To be clear, I understand that this decision likely originates from your management or compliance team, not from you personally. However, since you are the point of contact, I must formally raise the following:

Since Bet365 is now refusing service and declining to provide a lawful reason for doing so, I would like to know what legal basis under GDPR Article 6 you rely on to continue processing and storing my personal data — including name, email, address, SSN, payment methods, and other sensitive information. If there is no longer a valid purpose for retaining this data, I expect it to be erased in accordance with Article 17 – Right to erasure. If I do not receive a lawful justification or confirmation of erasure within 7 days, I will proceed with a formal GDPR erasure request and notify the Swedish Data Protection Authority (IMY).

I hope that we can resolve this issue eventually.

Best regards, [REDACTED]

[Citerad text är dold]

[KD1VV0-GZL3M]

[REDACTED]
Till: bet365 Customer Services <support-eng@customerservices365.com>

17 oktober 2025 kl. 05:26

Hi again,

Thank you for your update regarding the ongoing review

In the meantime, I kindly ask you to arrange a payout of the *entire remaining balance* on my account to the following bank details:

Beneficiary: [REDACTED]

IBAN: [REDACTED]

BIC: [REDACTED]

As I do not have visibility of the exact balance at this time, I trust you will transfer the full amount available.

Please confirm once the transfer has been initiated.

Best regards,

[REDACTED]

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>

17 oktober 2025 kl. 12:59

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [REDACTED]



bet365

Dear [REDACTED],

Thank you for reaching out and providing your details.

I have looked into your inquiry and noted that there is a complaint that has been escalated and is currently under review by one of my superiors.

As the complaint procedure is still ongoing, I regret to inform you that I will not be able to process any requested withdrawals from your account at this time.

Once you are provided with

Kind regards,
Rob D
The bet365 Team

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On 17 October 2025 at 03:26:30 UTC, [REDACTED] wrote:

Hi again,

Thank you for your update regarding the ongoing review

In the meantime, I kindly ask you to arrange a payout of the *entire remaining balance* on my account to the following bank details:

Beneficiary: [REDACTED]

IBAN: [REDACTED]

BIC: [REDACTED]

As I do not have visibility of the exact balance at this time, I trust you will transfer the full amount available.

Please confirm once the transfer has been initiated.

Best regards,

[REDACTED]

[Citerad text är dold]

[KD1VV0-GZL3M]

bet365 Customer Services <support-eng@customerservices365.com>

17 oktober 2025 kl. 13:02

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [REDACTED]



bet365

Dear [REDACTED]

Thank you for reaching out and providing your details.

I have looked into your inquiry and noted that there is a complaint that has been escalated and is currently under review by one of my superiors.

As the complaint procedure is still ongoing, I regret to inform you that I will not be able to process any requested withdrawals from your account at this time.

Upon receipt of the information, you will be informed of the subsequent steps to take.

Thank you.

Kind regards.

Kind regards,
Rob D
The bet365 Team

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[Citerad text är dold]

[Citerad text är dold]

[KD1VV0-GZL3M]

Hi again,

Thank you for your reply. I would like to proceed with withdrawing the remaining funds from my account. Could you please confirm when this will be possible?

Kind regards,

[REDACTED]

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>
Svara: bet365 Customer Services <support-eng@customerservices365.com>
Till: [REDACTED]

20 oktober 2025 kl. 13:42



bet365

Hi [REDACTED]

Thank you for your email.

Could you confirm the amount, which you would be looking to withdraw once the complaints procedure has been complete?

We look forward to hearing from you!

Kind regards,

The bet365 Team

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place of business at Unit 1.1, First Floor, Waterport Place, 2 Europort Avenue, Gibraltar; Hillside España Leisure S.A (CIF no. A86340270) registered in Spain with a registered office address at Avenida Jaime III, 1, Primera Planta, 07012 Palma de Mallorca, Balearic Islands, Spain; Hillside (Australia New Media) Pty Limited (registration no. 148 920 665) registered in Australia with a registered office address at Level 27, 100 Mount Street, North Sydney, NSW 2060, Australia; Hillside (New Media Malta) Plc, (registration no c.66039), Hillside (Marketing Malta) Limited (registration number C 69278), Hillside (Sports) ENC, (registration no. P1811), Hillside (Gaming) ENC (registration no. P1812), Hillside (Malta Sports) ENC (registration no. P2057) and Hillside (Malta Gaming) Enc (registration no. P2058) registered in Malta with a registered office address at Office 1/2373, Level G, Quantum House, 75 Abate Rigord Street, Ta' Xbiex XBX 1120, Malta and Hillside (New Media Cyprus) Limited, (registration no. HE 361612) registered in Cyprus with a registered office address at 58 Agiou Athanasiou Avenue, El Greco Building, Office 201, Limassol, 4102, Cyprus. Hillside (Shared Services 2018) Limited and Hillside (New Media Malta) Plc also have places of business at Unit 1.1, First Floor, Waterport Place, 2 Europort Avenue, Gibraltar. Hillside (Shared Services US) LLC, Hillside (Technology US) LLC, Hillside (US New Media) LLC, Hillside (New Jersey) LLC, Hillside (Colorado) LLC, Hillside (Ohio) LLC, Hillside (Virginia) LLC, Hillside (Iowa) LLC, Hillside (Kentucky) LLC, Hillside (Louisiana) LLC, Hillside (Indiana) LLC, Hillside (Arizona) LLC, Hillside (North Carolina) LLC, Hillside (Pennsylvania) LLC, Hillside (Illinois) LLC, Hillside (Kansas) LLC, Hillside (Maryland) LLC and Hillside (Tennessee) LLC with a registered office address at Suite 200, Two Greentree Center, 9000 Lincoln Drive East, Marlton, New Jersey 08053, United States. Lucky Stream Limited, a limited liability company organized under the laws of Malta, with company number C53884 and having its registered office address at Office 1/2373, Level G, Quantum House, 75 Abate Rigord Street, Ta' Xbiex XBX 1120, Malta. Hillside New Media D.O.O Beograd (registration number 21988375) with a registered office address at Hadži Melentijeva 46, 11000 Belgrade, Serbia. HS Do Brasil Ltda, with CNPJ 47.123.407/0001-70 having its registered office at office at Alameda Araguaia, 2104, Set 51-A, 5th floor, Centro Empresarial Araguaia Corporate, Barueri - São Paulo. For residents of Mexico, this email is sent on behalf of Ganador Azteca, S.A.P.I. de C.V., a Mexican corporation of variable capital incorporated under the laws of Mexico, with address at Periférico Sur 4121, Fuentes del Pedregal, Tlalpan, 14140, Mexico City, Mexico.

On 20 October 2025 at 10:38:22 UTC, [REDACTED] wrote:

Hi again,

Thank you for your reply. I would like to proceed with withdrawing the remaining funds from my account. Could you please confirm when this will be possible?

Kind regards,

[REDACTED]

[Citerad text är dold]

[KD1VV0-GZL3M]

20 oktober 2025 kl. 13:47

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

Thank you for your message. As you have already provided what appears to be your final response regarding my complaint, it seems the procedure is now complete.

I would therefore like to proceed with withdrawing the full remaining balance on my account.

I do not recall the exact amount at this moment — if required, I can check it — but I kindly ask you to confirm the figure you have registered and process the withdrawal accordingly.

Kind regards,

[REDACTED]

20 oktober 2025 kl. 14:50

bet365 Customer Services <support-eng@customerservices365.com>

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [REDACTED]



bet365

Hi [REDACTED]

I understand you have had your complaint resolved earlier today by Hugo and our final response was confirmed.

I am happy to help regarding your withdrawal request.

The balance currently stands at 0.70 SEK.

Please confirm the bank wire details you would like us to withdraw these funds too:

- Account number
- Sort code
- Full name
- Full bank name

We are eager to ensure this is all completed for you.

Kind regards

Kind regards,

The bet365 Team

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On 20 October 2025 at 11:47:47 UTC, [REDACTED]

Hi again,

Thank you for your message. As you have already provided what appears to be your final response regarding my complaint, it seems the procedure is now complete.

I would therefore like to proceed with withdrawing the full remaining balance on my account.

I do not recall the exact amount at this moment — if required, I can check it — but I kindly ask you to confirm the figure you have registered and process the withdrawal accordingly.

Kind regards,

[REDACTED]

[KD1VV0-GZL3M]

20 oktober 2025 kl. 16:17

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

Thank you for your message. You have stated that my complaint was “resolved” earlier today. I must point out that this is well above an overstatement – the matter was not resolved by mutual agreement, but simply closed by you through a final response.

As the complaints procedure is now considered complete on your side, I request that you proceed with the withdrawal of the full remaining balance. I do not recall the exact figure, but you have confirmed it as 0.70 SEK.

Please use the following bank details for the transfer:

- Account holder: [REDACTED]
- Account number: [REDACTED] (includes clearing at the start)
- Sort/clearing number: [REDACTED]
- Full bank name: [REDACTED]
- Currency: SEK

Kindly confirm once the transfer has been initiated.

Kind regards,

[REDACTED]

[Citerad text är dold]

Till: [REDACTED]



bet365

Hi [REDACTED]

Thank you for providing the details requested, unfortunately we would also need you to provide the IBAN too for us to proceed.

Once we have this we will ensure to withdraw your 0.70 SEK balance and advise you when this has been done.

Kind regards,

The bet365 Team

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On 20 October 2025 at 14:17:36 UTC, [REDACTED] wrote:

Hi again,

Thank you for your message. You have stated that my complaint was "resolved" earlier today. I must point out that this is well above an overstatement – the matter was not resolved by mutual agreement, but simply closed by you through a final response.

As the complaints procedure is now considered complete on your side, I request that you proceed with the withdrawal of the full remaining balance. I do not recall the exact figure, but you have confirmed it as 0.70 SEK.

Please use the following bank details for the transfer:

- Account holder: [REDACTED]
- Account number: [REDACTED] (includes clearing at the start)
- Sort/clearing number: [REDACTED]
- Full bank name: [REDACTED]
- Currency: SEK

Kindly confirm once the transfer has been initiated.

Kind regards,

Emilio

Den mån 20 okt. 2025 kl 14:50 skrev bet365 Customer Services <support-eng@customerservices365.com>:

[Citerad text är dold]

[KD1VV0-GZL3M]

[REDACTED] <Emilio@bet365.com>
Till: bet365 Customer Services <support-eng@customerservices365.com>

21 oktober 2025 kl. 03:46

Hi again,

IBAN: [REDACTED]
BIC: [REDACTED]

Let me know if you need anything else.

Kind regards,

[REDACTED]

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>
Svara: bet365 Customer Services <support-eng@customerservices365.com>
Till: [REDACTED] <Emilio@bet365.com>

21 oktober 2025 kl. 10:11



bet365

Hi [REDACTED]

I appreciate you confirming the details for us to process a withdrawal.

Having just input these details, It is also requesting your bank address for this to be successfully processed.

All other details have been input as you provided.

Please confirm your bank address.

Thank you for your ongoing cooperation and patience during this time

Kind regards

Kind regards,

The bet365 Team

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On 21 October 2025 at 01:47:06 UTC, [REDACTED] wrote:

Hi again,

IBAN: [REDACTED]
BIC: [REDACTED]

Let me know if you need anything else.

Kind regards,

[REDACTED]
[Citerad text är dold]

[KD1VV0-GZL3M]

21 oktober 2025 kl. 10:47

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

This is what I could find on their website.

[REDACTED]
Smålandsgatan 17
105 71 Stockholm
Sweden

Please let me know if you need anything else.

Best regards,

bet365 Customer Services <support-eng@customerservices365.com>

21 oktober 2025 kl. 14:36

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: EMILIO ALBERTO PEREZON [mailto:emilio.alberto.perezon@bet365.com]



bet365

Hi [REDACTED],

Thank you for your prompt response.

I am pleased to confirm that your Nordea Bank Wire details have been successfully added to your bet365 account for you.

With that said, I have gone ahead and withdrawn your full balance of 0.70 SEK to the above details. Please keep in mind, that your withdrawal is currently awaiting to be processed by a member of the relevant department here at bet365. All withdrawals that leave bet365 are subject to a review to ensure the safety and security of the funds.

In this instance, these reviews can take up to 48 hours to be completed. Once the review is complete, the withdrawals will be processed within the time frames as shown on our website.

As such, should you have not received your withdrawal by 29.10.2025, please contact us back and we can further investigate this for you.

Thank you in advance for your time and patience. I hope you have a lovely rest of your day!

Kind regards,
Chelsea W

The bet365 Team

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On 21 October 2025 at 08:47:48 UTC, [REDACTED] wrote:

Hi again,

This is what I could find on their website.

[REDACTED]
[Smålandsgatan 17](#)
105 71 Stockholm
Sweden

Please let me know if you need anything else.

Best regards,
[REDACTED]

23 oktober 2025 kl. 07:08

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi Chelsea,

Thanks for getting back to me quickly.

Unfortunately, I received an email today containing the following:

"We are contacting you regarding your bank wire withdrawal.

Unfortunately, we have been unable to process your withdrawal, therefore we have returned the funds to your balance.

Please check that the bank details you have registered with us are correct. Log into your account, go to the Account menu, select Bank and choose Withdraw. You can check your bank details against your online banking account or bank statement, or by contacting your bank. If the details registered on your bet365 account are correct, please speak with your bank to find out why the funds have been returned.

Once the issue has been resolved, please request your withdrawal again."

By any chance, do you have any more specific information on why it failed?

Everything I sent is correct and copy-pasted straight from my bank, so I do not see any reason for that.

Looking forward to hearing from you.

Regards,

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>

23 oktober 2025 kl. 13:27

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [Redacted]



bet365

[Redacted]

Thank you for your response regarding your account.

I understand your request for more details. Upon review, I can confirm that the funds were returned by your bank, meaning the withdrawal was sent back to us. Unfortunately, we do not receive specific information from the bank about the reason for the return. Please double-check that the banking details we have on file are correct. If you would like, I can confirm the details we used for the transfer.

If the details are correct, we recommend contacting your bank directly to find out why the funds were returned, as we are unable to obtain further information from our side.

Thank you for your understanding.

Kind regards,

Kind regards,
Bethany R
The bet365 Team

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On 23 October 2025 at 05:55:26 UTC, [REDACTED] wrote:
Hi Chelsea,

Thanks for getting back to me quickly.

Unfortunately, I received an email today containing the following:

"We are contacting you regarding your bank wire withdrawal.

Unfortunately, we have been unable to process your withdrawal, therefore we have returned the funds to your balance.

Please check that the bank details you have registered with us are correct. Log into your account, go to the Account menu, select Bank and choose Withdraw. You can check your bank details against your online banking account or bank statement, or by contacting your bank. If the details registered on your bet365 account are correct, please speak with your bank to find out why the funds have been returned.

Once the issue has been resolved, please request your withdrawal again."

By any chance, do you have any more specific information on why it failed?
Everything I sent is correct and copy-pasted straight from my bank, so I do not see any reason for that.

Looking forward to hearing from you.

Regards,

[Citerad text är dold]

[KD1VV0-GZL3M]

23 oktober 2025 kl. 13:43

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

Hmm alright, Yes, please confirm what details were used and I can verify it once again.
If not, we can proceed with another bank account if possible. I have another bank as well.

Looking forward to your response.

Thanks!

[Citerad text är dold]

23 oktober 2025 kl. 13:51

bet365 Customer Services <support-eng@customerservices365.com>

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [Redacted]



bet365

Hi [Redacted]

Thank you for your response. Here are the details we used for your withdrawal:

- Bank Name: [Redacted]
- Bank Address: [Smålandsgatan 17](#), 105 71 Stockholm, Sweden
- Account Holder: [Redacted]
- IBAN: [Redacted]
- SWIFT/BIC: [Redacted]
- Clearing Number: [Redacted]
- Account Number: [Redacted]

Please verify these details with your bank. If you are still unable to resolve the issue, kindly provide new banking details and I will be happy to process the withdrawal for you.

Thank you for your cooperation.

Kind regards,

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On 23 October 2025 at 11:43:49 UTC, [REDACTED] wrote:

Hi again,

Hmm alright, Yes, please confirm what details were used and I can verify it once again.
If not, we can proceed with another bank account if possible. I have another bank as well.

Looking forward to your response.

Thanks!

[Citerad text är dold]

[KD1VV0-GZL3M]

Hi again,

Kindly try again but with the clearing number (XXXX) removed from the account number.
So the account number becomes: 01000000

Tha

[Citerad text är dold]

23 oktober 2025 kl. 15:00

Till: bet365 Customer Services <support-eng@customerservices365.com>

Oops, I sent my message too early there.
That might help. If not, please let me know and I will send my Swedbank account details instead.

Thanks!

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>

23 oktober 2025 kl. 15:42

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [Redacted]



bet365

Hi [Redacted],

Thank you for your update.

I have updated the account number as you requested and have resubmitted the withdrawal of 0.70 SEK to your Nordea Bank Abp account.

The funds should be processed within 48 hours. If you have not received them by then, please do not hesitate to contact us again so we can further investigate the matter.

Kind regards

Kind regards,
Bethany R
The bet365 Team

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On 23 October 2025 at 13:01:04 UTC, [\[redacted\]](#) wrote:

Oops, I sent my message too early there.

That might help. If not, please let me know and I will send my Swedbank account details instead.

Thanks!

[Citerad text är dold]

[KD1VV0-GZL3M]

24 oktober 2025 kl. 17:41

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

I've now received my 0.7 SEK, thank you.

Completely life-changing - I think I will book a vacation now!

One more question - the response to the complaint included a vague mention that you will store my data as long as I am a "bet365 customer", without any clear definition of what that actually means. So, I would like some clarification. Since you are permanently refusing service, am I now no longer a "bet365 customer"? In that case, I expect my account and data to be deleted after the 5 years has passed, in which you are required to keep the data due to regulations.

Thank you.

Best regards,

[\[redacted\]](#)

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>

24 oktober 2025 kl. 18:51

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [\[redacted\]](#)



bet365

Hey [REDACTED]

If you have any concerns, or would like more detail about how we process your Personal Data, you can contact us using data.protection@bet365.com.

Further information on this can be found by going to our [Privacy Policy](#) page.

If you are no longer a customer of bet365, we will retain your data for a period as required by the relevant legal and regulatory requirements at the time. For details on why we process your Personal Data and our legitimate interests in doing so, please refer to our Privacy Policy which can be located by scrolling to the bottom of the site and selecting Privacy Policy.

Thank you for your understanding.

Kind regards,
Dylan B
The bet365 Team

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

bet365 is committed to Responsible Gambling. To assist you, we offer a range of advice and account options to help you manage your gambling. For more information, visit the [Responsible Gambling](#) section of our website.

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On 24 October 2025 at 15:42:06 UTC, [REDACTED] wrote:

Hi again,

I've now received my 0.7 SEK, thank you.

Completely life-changing - I think I will book a vacation now!

One more question - the response to the complaint included a vague mention that you will store my data as long as I am a "bet365 customer", without any clear definition of what that actually means. So, I would like some clarification. Since you are permanently refusing service, am I now no longer a "bet365 customer"? In that case, I expect my account and data to be deleted after the 5 years has passed, in which you are required to keep the data due to regulations.

Thank you.

Best regards,
[REDACTED]

On Thu, 23 Oct 2025, 15:42 bet365 Customer Services, <support-eng@customerservices365.com> wrote:

[Citerad text är dold]

[KD1VV0-GZL3M]

[REDACTED]

2 november 2025 kl. 19:38

Till: bet365 Customer Services <support-eng@customerservices365.com>

Hi again,

Thank you for your reply. However, my original question was not answered.

You state that data is retained "as long as I am a bet365 customer," but you have not defined what *being a customer* actually means in this context. Since you have permanently refused me service, I need to know whether I am still considered a "customer" under your definition, or if my status is now that of a former customer.

This distinction is important, because it determines when the 5-year retention period begins and when my data should be scheduled for deletion.

Could you please provide a clear answer to this specific point? Or should I escalate this question directly to your Data Protection team at data.protection@bet365.com?

Thank you in advance for clarifying.

Best regards,
[REDACTED]

[Citerad text är dold]

bet365 Customer Services <support-eng@customerservices365.com>

3 november 2025 kl. 09:30

Svara: bet365 Customer Services <support-eng@customerservices365.com>

Till: [REDACTED]



bet365

Hi [REDACTED]

Thank you for your reply.

I understand you're querying our Data Protection policy. I would be happy to help.

It is bet365 policy to retain this information for a minimum of five years.

If you have any concerns, or would like more detail, you can contact data.protection@bet365.com. If you do not wish to accept the conditions of the Privacy Policy we will be unable to continue to offer our services to you, in which case we can proceed with the closure of your account.

Should you have any further queries, or concerns, don't hesitate to reach out to us, as we'd be more than happy to help.

Kind regards,
Sam S
The bet365 Team

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

bet365 is committed to Responsible Gambling. To assist you, we offer a range of advice and account options to help you manage your gambling. For more information, visit the [Responsible Gambling](#) section of our website.

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[NDNXEL-XE12N]