



# Need More Help ?

## Contact Us - Sky Bet

Last Updated: 20th March 23 4574452 Views

### **Q)I have forgotten my login details how can I resolve this?**

We have worked really hard in the last few months at improving our recovery journey's so you can more successfully recover your details without having to speak to an advisor. When going through our recovery journeys please input the details used when you opened the account (E.G. it could be an old post code or email address). Please visit our article [here](https://support.skybet.com/s/article/Account-access-issues) (<https://support.skybet.com/s/article/Account-access-issues>) for more information.

### **Q)I have been asked to verify my account. When will this be done?**

We are dedicated to completing our standard verification checks and enabling your account for use within 5 hours of you providing us with your documents. If you want to see if you have submitted the right documents, click [here](#)



<https://support.skybet.com/s/article/How-to-Verify-your-account#upload>

### **Q)Why haven't I received my money after betting on your Money Back as Cash market?**

It is really important you refresh your balance before you contact us to see if we have already credited it. You can check our article [here](https://support.skybet.com/s/article/Money-Back-As-Cash-Promotion) (<https://support.skybet.com/s/article/Money-Back-As-Cash-Promotion>), which will give you more detail on how to do this and your eligibility for a refund. If you don't have one already, you may wish to set up a Twitter account [here](https://twitter.com/i/flow/signup) (<https://twitter.com/i/flow/signup>). You can then search for and follow @SkyBetHelp as this page will notify customers when we have returned your funds to you.



### **Q)Why hasn't my withdrawal hit my bank yet?**

Withdrawals can take 2-5 days to hit your bank. Whilst we appreciate this can happen more quickly sometimes, please allow the full period of time to elapse before contacting us. If you want to know why it can take this long, read our withdrawals article [here](https://support.skybet.com/s/article/Mastercard-Withdrawals) (<https://support.skybet.com/s/article/Mastercard-Withdrawals>). The timescale is vastly reduced if you use a Visa card, as we have a fast withdrawal process agreed with these banks of up to 2 Hours.

Need more help?

## How do I use your products safely?

Contact Us

If you would like to know more about our Safer Gambling (SG) tools; please click on the links below:

**Sky Betting & Gaming** Our Simple Tools gives an overview of all our SG tools. Click [here](#)

(<https://support.skybet.com/s/article/Our-simple-tools-Gamble-responsibly#two>).

Customers in the United Kingdom: Sky Bet is licensed and regulated by the [Gambling Commission](https://www.gamblingcommission.gov.uk/public-registers/broadcasters) (licence number 38718).

Want to set a deposit limit? Click [here](#)

(<https://support.skybet.com/s/article/Deposit-Limits-Limit-the-amount-you-can-deposit-each-day-week-or-month>).

[About us](#)

[Press](#)

[Career Opportunities \(http://www.skybetcareers.com\)](http://www.skybetcareers.com)

## Responsible Gambling



(<http://www.gamcare.org.uk>)

Want to add a self-exclusion? Click [here](#)

(<https://support.skybet.com/s/article/Stop-Betting-Block-access-to-our-products-for-6-months-to-5-years-using-our-Self-Exclusion-tool>).

- Fancy cooling off for a bit? Click [here](#)

We are committed to [Responsible Gambling](#) and have a number of tools to help you manage your gambling.

Off Take a 1-30 day break)

We also work with a number of independent charitable organisations who can offer help or answer any questions you may have.

© 2018 Bonne Terre Limited or its affiliated companies. The Sky trademarks are owned by the Sky Plc group of companies and are used under licence. All rights reserved

Need a reality check? Click [here](#)

(<https://support.skyvegas.com/s/article/Gaming-Reality-Check-Set-a-reminder-for-how-long-you-have-been-playing>).

If you have any concerns with your gambling and need advice please contact us, using the 'Contact Us' button at the bottom of this page.

## Still not found what you're after?

If the above doesn't answer your query, don't worry! You can still contact us by clicking the 'Contact Us' button at the bottom of this article.



Was this article helpful?

