

**Subject:** [No Subject]

**From:** Admin (support@thunderboltcasino.com)

**To:** kate.conroy17@yahoo.com;

**Date:** Wednesday, December 23, 2015 8:27 AM

**The following is a record of your online chat.**

General Info	
Chat start time	Dec 23, 2015 8:18:20 AM EST
Chat end time	Dec 23, 2015 8:27:04 AM EST
Duration (actual chatting time)	00:08:44
Operator	Patrick

Chat Transcript
<p><b>info:</b> Thank you for choosing to chat with us. An agent will be with you shortly.</p> <p><b>info:</b> You are now chatting with Angelo.</p> <p><b>Angelo:</b> Welcome to the casino's online Live Chat service. How may I assist you?</p> <p><b>You:</b> Hi Angelo...I have had a payout in review status for almost 2 days now.</p> <p><b>Angelo:</b> May I have your username please?</p> <p><b>You:</b> Under the T&amp;C of RBC and of SILVER VIP status....it should only remain in review for 24 hours.</p> <p><b>You:</b> luck1717</p> <p><b>Angelo:</b> Hello Kate</p> <p><b>Angelo:</b> How are you?</p> <p><b>You:</b> Hello Angelo.</p> <p><b>You:</b> I am alright and you?</p> <p><b>Angelo:</b> Im' good, thanks</p> <p><b>Angelo:</b> I can see that you have been able to deposit today :)</p> <p><b>You:</b> Yes I can but I sure that will not last long.</p> <p><b>You:</b> I am a tad concerned about my payout because RBC has always been so consistent with withdrawals....</p> <p><b>Angelo:</b> Alright, let me see</p> <p><b>You:</b> Thank yu.</p> <p><b>info:</b> Please wait while your chat is transferred to Patrick.</p> <p><b>info:</b> You are now chatting with Patrick.</p> <p><b>You:</b> I have never had to inquire about a payout before....</p> <p><b>Patrick:</b> Hi Kate</p> <p><b>Patrick:</b> Patrick here</p> <p><b>You:</b> Hello...</p> <p><b>Patrick:</b> Sorry but as per your VIP status I had to take over the chat</p> <p><b>You:</b> No worries.</p> <p><b>Patrick:</b> You will be paid in few seconds from now</p> <p><b>You:</b> Oh really....thank you.</p> <p><b>Patrick:</b> I am deeply sorry but the banking department is a bit slow</p> <p><b>Patrick:</b> They are working on minimum agents due to Festive season</p> <p><b>You:</b> That is great to know that RBC is maintaining its fast payout because once that changes players start to be weary.</p> <p><b>Patrick:</b> You will receive a notification of payment shortly</p> <p><b>You:</b> It is the nature of your industry unfortunately....as a lot of bad casinos out there.</p> <p><b>You:</b> Wonderful!!!</p> <p><b>You:</b> Thank you soooo much!!</p>

**info:** The chat transcript will be sent to: kate.conroy17@yahoo.com at the end of your chat.

**Patrick:** I just got confirmed

**You:** When does my status go to GOLD?

**Patrick:** On this card 1952

**Patrick:** Cause you are showing more loyalty to the casino

**You:** What card x1952?

**Patrick:** You are now Gold

**You:** My VISA Card ends in x9121

**Patrick:** lol no worries about that

**Patrick:** Dean just confirmed payment made

**You:** Oh great and thank you so much!!

**You:** So I Am a GOLD VIP now?

**Patrick:** You are welcome and indeed you are Gold

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**You:** Wow!! That is awesome!!

**Patrick:** Congratulations !!!

**You:** Thank you.

**You:** And have a happy holiday!!