

Bob casino askgamblers



Bob askgamblers casino

We've thoroughly reviewed BETWINNER Casino and gave it a bad reputation rating. It's a bad online casino and we advise you to stay away from it. In our review, we've considered the casino's player complaints, estimated revenues, license, games genuineness, customer support quality, fairness of terms and conditions, withdrawal and win limits, and other factors. So, if you were ever wondering whether this casino is safe and legit or a scam, read the full review below to learn more.

According to our research and estimates, BETWINNER Casino is a smaller online casino revenue-wise. The revenue of a casino is an important factor, as bigger casinos shouldn't have any issues paying out big wins, while smaller casinos could potentially struggle if you manage to win really big.

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We currently have 3 complaints about this casino in our database. Because of these complaints, we've given this casino 4,660 black points in total. You can find more information about all of the complaints and black points in the 'Reputation explained' part of this review.

Warning: BETWINNER Casino has certain sections of Bonus Terms and Conditions that we consider to be unfair to the casino's players. These might cause you issues if you decide to take advantage of the casino's bonuses or promotions. Because of this, we advise you to look for a casino with fair rules or at least pay special attention to this casino's Terms and Conditions if you decide to play at it.

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BETWINNER Casino appears on 2 blacklists, but they haven't influenced our rating of this casino. We've chosen to ignore them either because they're related to the casino's previous owner, or because some other applicable reasons.

Warning: BETWINNER Casino has a win limit of €65,000 per spin (game round). If you win more, you will not get the money exceeding the limit. We consider any win limit to be extremely unfair to players, which is why we penalize any casino that has implemented it, unless the win limit is enforced by third-party factors, such as local regulations.

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As you can see from all of the information in our review, BETWINNER Casino is a bad online casino. We don't recommend playing at it and strongly advise you to stay away from it.

This is a place to share experience with BETWINNER Casino. Read what other players wrote about it or write your own review and let everyone know about its positive and negative qualities based on your personal experience.

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The player from Portugal has been waiting for his winnings for over 2 weeks. The complaint was rejected because the player didn't respond to our messages and questions.

The player from Latvia had their account blocked without further explanation. The remaining active balance is still held by the casino. We rejected this complaint as it was sports betting related.

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The player from Morocco has been blocked without further explanation. We rejected the complaint because the player didn't respond to our messages and questions.

The player from Portugal had his winnings from sports betting confiscated and account blocked. We rejected this complaint as it was sports betting related.

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The player from Uganda is experiencing difficulties withdrawing her funds due to limited availability of payment methods. We rejected the complaint because the player didn't respond to our messages and questions.

The player from Brazil is experiencing difficulties withdrawing their winnings due to ongoing verification. The complaint was closed as the player did not wish to continue resolving the complaint.

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The player from Italy has been accused of opening multiple accounts. The complaint was rejected after the player stopped responding to us.

The player from Spain is experiencing difficulties withdrawing his funds due to limited availability of payment methods. We rejected the complaint because the player didn't respond to our messages and questions.

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The player 'putriken' was waiting weeks for a withdrawal with no sign of receiving it. After trying multiple different methods for withdrawal the casino kept saying they would process it but did not. The player asked the mediator to contact the casino, but no response was received.

The player from Italy has deposited money into his account but the funds seem to be lost. We rejected the complaint because the player didn't respond to our messages and questions.

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The player from Portugal has been accused of opening multiple accounts. We are closing this case as insufficient evidence from Casino because Casino rejected to provide proof that player has multiple accounts.

The player from Greece inquires about his missing winnings. We rejected the complaint because the player didn't respond to our messages and questions.

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The player from India tried to withdraw his winnings, but he keeps receiving an error message. The complaint was rejected as we did not receive answer from the player.

The player from Spain tried to withdraw his deposits, but he received a message, that he needs to wager his deposit in order to withdraw funds. We rejected the complaint because the player didn't respond to our messages and questions.

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The player from Spain had his account verified and withdrawal approved. Unfortunately, the casino claimed, that the preferred payment method is not available for withdrawals. We rejected the complaint because the player didn't respond to our messages and questions.

The player from Singapore has started the KYC verification process two months ago. It has been pending since. We closed the complaint as 'unresolved' because the casino failed to reply.

Casino askgamblers bob

The player from Pakistan has requested to be self-excluded but the casino didn't comply. We closed the complaint as 'unresolved' because the casino failed to reply.

The player asked the casino's support to close his account due to his gambling problem. Since his account wasn't closed right after the request, he was able to deposit more money, €3,900. No further information is available ever since then.

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The player deposited and played with a bonus. He won and requested a withdrawal, which wasn't processed. We rejected the complaint because the player didn't respond to our messages and questions.

Free professional educational courses for online casino employees aimed at industry best practices, improving player experience, and fair approach to gambling.

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An initiative we launched with the goal to create a global self-exclusion system, which will allow vulnerable players to block their access to all online gambling opportunities.

Check your 'Spam' or 'Promotions' folder or click the button below.

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Ежегодно AskGamblers проводит оценку операторов и называет лучших. В этом году голосование среди игроков проводилось до конца сентября. Пользователей приглашали представить номинантов. Теперь, когда первый этап закрылся, определились 10 финалистов в категориях Лучшее Казино, Лучшее Новое Казино и Лучший Слот.

Среди номинантов на Лучшее Казино, как обычно, VideoSlots. Они почти всегда присутствуют как минимум в списках претендентов на награду и нередко оказываются победителями. Это не удивительно, ведь казино очень активно и постоянно развивается. Совсем недавно VideoSlots праздновали коллекцию в 3,000 игр, которая с тех пор пополнилась новыми слотами.

Bob askgamblers casino

Программное обеспечение: NetEnt, Microgaming, Betsoft, Play'n GO, ELK Studios, Pragmatic Play, Endorphina, Amatic Industries, Yggdrasil Gaming, Quickspin, GameArt, Thunderkick, Playson, iSoftBet, NextGen Gaming, 1x2Gaming, Red Tiger Gaming, PushGaming, BigTimeGaming, NoLimit City, Relax Gaming, Iron Dog, Lightning Box, Rabcat, Genesis Gaming, Playtech, 2 By 2 Gaming, Rival, Williams Interactive, Bally Technologies, Leander, Barcrest, Aristocrat, Multislot, Join Games, Cryptologic, SkillzGaming

Но среди номинантов есть те операторы, которых не ожидал там увидеть. Это Bob Casino. Этой весной у казино были большие проблемы, когда игрок написал о том, что ему не выплачивают более 900 тысяч евро. Этот случай запросто может стать самым громким скандалом 2018 года, так как казино, по словам игрока, предлагало договориться за меньшую цену, звонило с левого номера и угрожало что игрок должен согласиться на предложение или не получит ничего.

Bob casino askgamblers

Программное обеспечение: NetEnt, Microgaming, Betsoft, Play'n GO, Evolution Gaming, ELK Studios, Pragmatic Play, Endorphina, Amatic Industries, Yggdrasil Gaming, GameArt, Thunderkick, Habanero, Spinomenal, iSoftBet, Ezugi, NextGen Gaming, EGT, 1x2Gaming, Booming Games, SoftSwiss, Belatra Games, Iron Dog, Platipus, MrSlotty

Хотя скандал, судя по всему, никак не помешал оператору продвигаться. Может даже и помог тем, что бренд оказался на слуху. После этого AskGamblers, которые сами же содействовали в урегулировании вопроса, повысили рейтинг казино, PLUS выдали им свой сертификат доверия. Ну разве не чудо?! Вначале наблюдать за тем, как казино хочет обобрать игрока, а затем выдавать сертификат доверия и повышать рейтинг.

Bob askgamblers casino

С голосованием явно что-то не то. Да и с самим AskGamblers тоже не все чисто. И мы уже обсуждали вопрос, можно ли доверять AskGamblers. Сомнения в объективности их мнения подкрепляются, например, сравнением рейтинга различных казино. Например, Bob Casino у них стоит с рейтингом 9.18, даже выше чем рейтинг VideoSlots, у которого 9.01.

Среди номинантов также KingBilly, их прошлогодний победитель в категории Лучшее Новое Казино. Есть также признанный бренд SlotsMillion и довольно известный BitStarz, а также некоторые другие сайты. Посмотрим, кто в итоге победит. Второй этап голосования пройдет с октября по 17 января, так что узнаем мы об этом еще не скоро.

Askgamblers bob casino

Программное обеспечение: NetEnt, Play'n GO, Evolution Gaming, Pragmatic Play, Endorphina, Amatic Industries, Quickspin, Yggdrasil Gaming, GameArt, Habanero, Spinomenal, iSoftBet, Ezugi, Booming Games, SoftSwiss, Quickfire, Vivo

Программное обеспечение: NetEnt, Microgaming, Betsoft, Play'n GO, ELK Studios, Pragmatic Play, Yggdrasil Gaming, Quickspin, Thunderkick, Playson, iSoftBet, NextGen Gaming, EGT, Booongo, 1x2Gaming, Blueprint Gaming, Red Tiger Gaming, BigTimeGaming, Red Rake Gaming, Ainsworth, NoLimit City, Iron Dog, Lightning Box, Quickfire, Rabcat, Casino Technology, Genesis Gaming, Playtech, 2 By 2 Gaming, Rival, Bally Technologies, Leander, Fugaso, Felix Gaming, Chance Interactive, Cryptologic, Cayetano Gaming, Wagermill, Saucify, Ash Gaming, GamesOS

Askgamblers bob casino

Программное обеспечение: NetEnt, Microgaming, Betsoft, Play'n GO, Evolution Gaming, Pragmatic Play, Endorphina, Amatic Industries, Quickspin, Yggdrasil Gaming, GameArt, Thunderkick, Habanero, Playson, Spinomenal, iSoftBet, EGT, Booongo, Booming Games, Blueprint Gaming, Red Tiger Gaming, SoftSwiss, PushGaming, NoLimit City, Wazdan, Belatra Games, Platipus, Quickfire, Casino Technology, Evoplay, Playtech, BGaming, Vivo, Authentic Games, Nucleus Gaming

Update April 9, 2018: Bob Casino has made the decision to pay the player in full after their "investigation" concludes the player won fair and square. It still however hasn't come to light as to why the player initially was offered 10% and a car instead of the full amount.

Askgamblers casino bob

Since Bob Casino impose a withdrawal limit of 40k EUR per month, it will take approximately 23 months to pay the player in full, meaning this cannot be written off until the last penny has been paid.

Online casinos using stalling tactics or even refusing payouts is not something that is too uncommon unfortunately, a reason why one should stick to well proven and accredited casinos such as the ones we list on Bigwinboard.com. This alone is of course not a guarantee that things can never go wrong, but it will at least decrease the risk of coming across a rouge casino using predatory terms.

Casino bob askgamblers

Also, on Bigwinboard.com we do not promote Curacao casinos and we require our casinos to have an MGA and/or UKGC license. The Curacao license is an off-shore license of absolutely no value to the player. This doesn't mean all Curacao casinos are automatically bad, but players need to be aware of the fact that they are practically without protection should any dispute arise.

A few days ago, a player raised concerns about Bob Casino, having been locked out from his account after requesting a withdrawal of 960,000 EUR. Both the casino and the player have publicly commented on the issue using AskGamblers as the third party platform. The player claims to be in right of his winnings, while Bob Casino claims to be carrying out an investigation on the initiative of their anti-fraud department, despite already having paid out 114,000 EUR.

Casino askgamblers bob

It should be pointed out that this is an ongoing dispute and that the final word has not been said yet, so please keep that in mind.

First of all, let's start with the most important: I have 960.000 euros stuck on BobCasino, I have no access to my account and I have a terrible feeling that they will never pay me.

Bob askgamblers casino

I am a regular player and I bet with large stakes in different casinos. After reading good comments about Bob, I started playing there in February, in a slot named Reactoonz (from PlayN'Go). At the time, the maximum stake on this slot was 80€.

I built a 100K+ bank, got verified, got paid, got a VIP manager, and they even increased my withdrawal limits to 100K / month. They always encouraged me to keep playing more and more, they took the risk and increased the stake on this slot to 400€ a spin, hoping that I will lose all.

Casino bob askgamblers

Slowly I built a very large bank. First with 100€ stakes, then 200€, then finally when I already had a very large bank, I started playing with 400€. So, after some ups and downs, my balance finally got close to 1 million.

Because I am a fair person, I would like to mention that until yesterday they had already paid me around 114,000 euros.

Bob casino askgamblers

First sign of problems: for a few days I reduced my playing activity and my VIP manager threatened to cut my withdrawal limits, which they did a few days later.

I got literally blackmailed, they said if I don't accept this deal they will investigate my winnings with PlayNGo and they will probably find something wrong. P.S: investigation that they already did when I won my first 200K, and they found absolutely nothing wrong, as expected.

Askgamblers casino bob

Well, thank you Bob. I am flattered by someone suggesting that I am a genius with enough capacity, resources and time to change the outcome of a slot machine that is used by the whole industry and generates millions of euros every month in profit, but no... that's not the case, unfortunately.

In fact I am a very careful player that reads all the terms and conditions of every site and never claims a single bonus (because I don't want to take any risk when it comes to payments).

Bob casino askgamblers

And they know it! For 2 months they treated me well, they paid me well, they even suggested that I can use VPN software to have access to other providers that are blocked in a few countries (which I didn't, because I don't want to break any rule). Funny, no? A casino suggesting a hack..

Let's finish this long story. After yesterday's blackmailing, and because I didn't accept this "deal", they blocked my account for "investigation". They have no idea how long it will take (I guess forever, cause I've seen it before in other places).

Askgamblers bob casino

To test their good intentions, I've been trying to contact the live chat to ask my current balance (which I know) , and I get ignored every single time. 10, 15 minutes waiting for an answer and no one says anything. Email service doesn't answer as well.

I am sending a few screenshots in attachment. I have more than 100. And screen recordings, and emails, and anything else you need. I decided to make this public on AskGamblers hoping for a fair solution, before I send this story everywhere. And I know it will be a big profile case, involving not only the casino but also PlayNGo, which is responsible for million of euros in profit and works with large bookmakers and regulated markets.

Askgamblers bob casino

I would like to add a little more information to my original post:

1) On the telephone call, they said my account would be limited, not blocked.

Bob casino askgamblers

I assumed they would simply prevent me from playing / withdrawing / depositing. Why would a casino want to block a player from accessing his records if they have nothing to hide? Little did they know that I don't need to access it, because I have proof of everything I say (unlike them).

2) Since they blocked my account, my VIP manager does not answer me for 2 days. She used to answer me in 10 minutes

Casino askgamblers bob

3) Since they blocked my account, the live chat immediately ignores me after I ask any question about my account. They could say me "We are sorry, we can't provide any information".

But they act like I am no one. I have video evidence on this, I recorded several sessions of live chat where they ignore me for more than 15 minutes. If I don't identify myself, they happily answer me, but as soon as they know the topic, they enter "ignore mode".

Bob casino askgamblers

You were informed that your account will be locked because of investigation. During the investigation, access to your account will be limited. The results and progress of investigation will be reported to you in addition.

Sorry, do you even read what people write, or you just have the exact same answer for every instance of a topic?

Askgamblers bob casino

1 – Why is my account blocked during an investigation and not only limited? Considering that I am a verified player, what exactly do you have to hide? Is it that difficult to limit my bets and prevent me from depositing and withdrawing?

2 – what kind of casino intimidates players to accept an agreement that represents 10% of the money they are entitled to, in exchange for silence? This attitude is not only low, it is also self-explaining. If you had anything against me, would you ever offer me 100,000 euros and a car for free?

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3 – Why you never answer any of my questions by email or live chat, and why my VIP manager is ignoring me as well?

4 – Why do you need to "investigate" my winnings once again, if you already did not long time ago, and found nothing wrong with them? (please check picture in attachment). The utter nonsense of your arguments would be funny, if they were not sad. According to the representative who called me, my winnings are "bigger than expected" and I'm supposed to lose, not to win. !!!

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After all this, how do you expect me to believe that you are simply “investigating” my winnings and not stealing my money definitely?

As well we have no idea about who and what you were offered, from our side you were contacted only by our VIP manager via email and our support agents via live chat, all the correspondence is saved.

Casino askgamblers bob

Please, “dear Bob”, don’t pretend that you don’t know what I am talking about. Despite all you did to me, I am trying to be calm and reasonable. You have no idea how angry I am. You would be too, if someone owe you 1 Million euros.

I’m really trying to hold myself the best I can and trying to resolve this issue in the easiest way. Don’t make this personal, it will be worse for everyone.

Casino askgamblers bob

You know, “dear Bob”, I am a businessman as well. But I’m a man. I don’t hide behind my desk and I don’t send my employees to call my customers when the issue is very important. I give them my personal phone number and I talk to them with the respect they deserve. I know this is something you can’t achieve, but at least show some respect and assume what you did, or you will be exposed without any chance of rebuilding your reputation. (don’t say later that I didn’t warn you).

I keep waiting for answers to all my 4 questions. Without lies, if possible.

Bob askgamblers casino

I’d like to ask AskGamblers to remove my name from this topic. And if you do, please remove the name of the representative who called me as well and replace it with something else. I’m not the kind of person who will expose names here. I know people who are managing this topic are probably not guilty of anything, while the real bad people are sitting comfortably on their sofa, probably laughing at all this.

If you ever want to show up, give me a call. Let’s arrange a meeting. I am travelling for business right now and I will be near you. We can meet anywhere you want in Europe. I pay for your tickets, I promise. And we can decide in how many months you will pay this money face to face, like grown up man.

It is not ironic, it’s really a deal proposal. I will be waiting.

So it’s 4.55 am and this is basically how much I’ve been sleeping in the last few days: – 4 hours maximum.

I wake up in the middle of the night thinking about this and I instantly go to my phone or laptop to find more solutions and more information about how to get my money.

Before Bob’s last post, I had a secret hope that they are in fact honest people.

Right now, my only hope is that pressure from SoftSwiss or PlayNGo (or the fear to lose their business) will be enough to pay me in a conventional way.

They just showed the kind of people they are, lying deliberately and without any shame, pretending that they didn’t call me.

But, because I don’t want people to have any doubts, I am attaching 2 screenshots that you can see on bottom of this message:

These pictures prove that I wrote my VIP manager soon after their call, on Saturday at 5.48 PM, saying exactly what their representative proposed to me on phone, long before I posted my complaint on AskGamblers.

My VIP manager, who is usually very fast and effective about my requests, never showed any surprise or never made any comment on my email.

In fact, she never replied. Her only contact was a generic message yesterday, after my complaint showed up on AskGamblers and after I mentioned her for the first time. As soon as I asked her a question about my balance, she started ignoring me again. (I have screenshots for this as well, but I don’t want to make the topic too long. AskGamblers, If you need, please request).

So, imagine you are my VIP manager, or anyone else at Bob and imagine this call didn’t happen, as they say. You read an email with some serious accusations and what you do? You don’t show any surprise and you don’t try to deny anything! Yes, Bob, makes lots of sense! Another proof is the fact that only now they changed their strategy and denied it. On their first answers they made no comments at all. Instead, they simply accepted the facts.

I could write a very long message with more and more information and include hundreds of photos, videos and audio recordings, but I don’t want to spam this place very much and make people tired. I will use them when necessary and when requested.