Operator support, disputed credits and complaints

Published by Ariful Hosain

Support, complaints, and contacts

Card Tower Rush

- CONTACT US
- CONTACT SALES

About the studio Galaxsys

- We prioritize effective communication and simplicity in processes, excelling at turning complex concepts into actionable plans. We foster an environment of idea exchange and mutual support, empowering each other to create exceptional products. Our forward-thinking team continuously explores innovative ways to surpass expectations, setting new standards in quality and entertainment for the iGaming industry.
- With a wide range of game types, including slot, instant, crash, mines, skill, plinko, and more, we cater to diverse tastes and support a variety of business objectives across global markets.

SlotCatalog — Tower Rush

- Contacts
- Bancontact

Casino Guru — Tower Rush

- Complaints
- Browse complaints
- Complaints overview
- Complaint resolution instructions
- How we resolve complaints
- Submitting complaints to regulators
- Contact
- Your browser does not support the video tag.
- Unsupported image format. Supported formats: jpg, png, gif, tiff, webp, svg.

Laboratory, testing or dispute resolution

- https://cadre.online

- https://cadre.online/
- https://cryptogambling.org
- https://cryptogambling.org/
- https://gamecheck.com/
- https://gamecheck.com/online-casino/stake

Channel or contact indicated in the source

- https://discord.gg/Ajpgbm2DRF
- https://discord.gg/parimatch
- https://facebook.com/StakeCasino
- https://instagram.com/stake
- https://max.ru/melbet_ru
- https://ru.pinterest.com/1win/
- https://t.me/Casca_Mystake
- https://t.me/melbet_official_russia
- https://t.me/sergey1win
- https://t.me/slotcatalogeng
- https://t.me/StakeCasino
- https://twitter.com/1xbet_slots
- https://twitter.com/GalaxsysLLC
- https://twitter.com/slotcatalog/
- https://vk.com/melbet_ru
- https://vk.ru/1win.club
- https://vk.ru/melbet_ru
- https://vk.ru/parimatchesports
- https://www.facebook.com/Galaxsysllc
- https://www.facebook.com/parimatchofficial
- https://www.instagram.com/1win_live
- https://www.instagram.com/1xbet_bk_official/
- https://www.instagram.com/casino.guru.official/
- https://www.instagram.com/galaxsys.co/
- https://www.instagram.com/mystake.world/
- https://www.instagram.com/parimatch_cis
- https://www.instagram.com/parimatch_esports/
- https://www.instagram.com/slotcatalog/
- https://www.linkedin.com/company/casinoguru/
- https://www.linkedin.com/company/galaxsys/
- https://www.linkedin.com/company/slotcatalog/
- https://www.threads.com/@parimatch
- https://www.tiktok.com/@parimatch
- https://www.tiktok.com/@stake

- https://www.twitch.tv/SlotCatalogLive
- https://www.youtube.com/@1winSports
- https://www.youtube.com/@parimatch-com
- https://www.youtube.com/c/CasinoGuruTube
- https://www.youtube.com/watch?v=iU6Tvph5PJU
- https://x.com/1win
- https://x.com/CasinoGuruNews
- https://x.com/mystake_casino
- https://x.com/Owner1win
- https://x.com/parimatch
- https://x.com/stake
- https://youtube.com/c/StakeCasinoTV

17. Registration, login, KYC, restrictions and support

28. Support and disputed accruals

ID	Attribute	Value and scope
28-01	Contact owner	The account operator handles cash/bonus; Galaxsys receives game data through the operator; the editorial team is responsible only for the content of the review.
28-02	Channel purpose	INC-FREE-01 — correction of an unissued right Free Amount; this is not a marketing subscription and not an external regulator.
28-03	Channel	Live Chat inside the 1win account; Telegram was not considered the same dialogue without a handover.
28-04	Working hours	1win: support 24/7 according to the original showcase; the speed of a single response does not imply constant speed.
28-05	Communication language	English in the completed chain INC-FREE-01; the site's Bangla signature does not promise Bangla from every operator.
28-06	Subject	The right Free Amount 250 BDT after qualification did not appear in the panel; initial credit 0,00 BDT.
28-07	Request number	INC-FREE-01 — a local ID of the chain, not an external support ticket number.
28-08	Sending time	06.11.2026 12:07:00 UTC+06:00.
28-09	First automatic response	06.11.2026 12:07:02 UTC+06:00, automatic message.
28-10	First substantive response	06.11.2026 12:10:20 UTC+06:00; 200 s after sending, not 2 s of the auto-reply.
28-11	Transfer to another employee	In 12:11:10 the dialogue was transferred to a promo specialist with the same request history.
28-12	Time of correction	06.11.2026 12:16:40 UTC+06:00; 6 min 20 s after the first substantive response.

ID	Attribute	Value and scope
28-13	Financial correction	250−0=250,00 BDT to bonus-Free Amount, not to cash; the total account does not receive two credits for 250.
28-14	Reason for refusal	INC-FREE-01: no refusal. In a separate branch REWARD-NQ01 the deposit 90 PLN did not reach the minimum 100 PLN; reward 0 PLN with a subject reason.
28-15	Result	The panel showed Free Amount 250 BDT; after a separate free episode the right was spent and closed according to its rules, not added to OP-01 cash.
28-16	Material for dispute	Description of the set INC-FREE-01: qualification panel, zero initial credit, support message and bonus total 250 BDT; the composition of materials for the episode is confirmed.
28-17	Reopening	After the correction I reopened the panel and saw the same amount 250 BDT; no second accrual occurred.
28-19	Transfer between Telegram and Live Chat	Main chain Live Chat without transfer from Telegram; a separate transfer means the same incident_id and one adjustment.
28-20	Range of the first substantive response	INC-FREE-01: exactly 200 s according to two timestamps; the original waiting ranges of other sources are preserved as ranges.
28-21	Moment of actual correction	06.11.2026 12:16:40 UTC+06:00, separately from the auto-reply 12:07:02.
28-22	Amount of the accrued correction	250,00 BDT to the bonus panel INC-FREE-01; after using the reward, the separate cash-net is calculated according to the rules of Free Amount, not according to the nominal value.
28-23	Final status of the disputed case	Initially not accrued → right recognized → bonus-credit 250 BDT → panel verified; the initial failure remains a shortcoming.
28-24	Addressee of external complaint	An external complaint goes to the addressee from the rules of the relevant operator and legal source; the editorial email is not a regulator contact.
28-25	Self-exclusion stages	I selected exclusion for 6 months, confirmed the request by email and saw betting blocked after 4 min; the scope is one operator account, not all casinos in the world.

Related documents

- Licensing, jurisdiction and domain restrictions
- Editorial contacts, feedback and correction requests